



MARICOPA  
HEALTH PLAN

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# in touch

Winter 2010

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## Parental Evaluation of Developmental Status (PEDS) Tool Update

As you know, AHCCCS implemented a new initiative January 1, 2006, aimed at closer monitoring of developmental and behavioral milestones for all Neonatal Intensive Care Unit (NICU) graduates.

All pediatric providers are encouraged to complete training and begin using this tool in conjunction with scheduled EPSDT visits beginning with the initial newborn exam through age 8. Trained providers can bill for use of the tool using code 96110 with the modifier "EP" in order to receive reimbursement for utilizing the PEDS tool during EPSDT visits with NICU grads. Only trained providers may administer and bill for use of the PEDS tool. Once completed, scored tools should be forwarded with a copy of the EPSDT visit to the Maternal Child Health (MCH) Department at the address below.

University Physicians Health Plans  
Attn: EPSDT Data Entry  
2701 E. Elvira Road  
Tucson, AZ 85756

Training can be completed online at [www.azaap.org](http://www.azaap.org) (located under the Education Opportunities link to PEDS Tool training). You will be able to view the PowerPoint presentation and complete the post test online. Once the test has been completed, print the certificate and mail it to the address above.

More information about the PEDS tool can be found at [www.pedstest.com](http://www.pedstest.com).

Free in-office training by a registered nurse is available through Arizona chapter of the American Academy of Pediatrics (AzaAAP) for providers and office staff. For more information about in-office training, please contact Janiece Doran-Slovak, RN/Program Manager at (602) 316-6768 or email her at [ejslovak@yahoo.com](mailto:ejslovak@yahoo.com).



MARICOPA  
CARE ADVANTAGE

UNIVERSITY  
PHYSICIANS  
HEALTHCARE GROUP

# RBHA Members Returning to the PCP

Non-SMI Members who have been treated by the Regional Behavioral Health Authority (RBHA) for ADHD, depression, or anxiety and have exhibited stability over the last six months on the same medication regimen, may be transitioned back to medication management within primary care if the primary care provider and the member both agree to the transition. The following process should occur:

1. The Regional Behavioral Health Authority (RBHA) Service Provider initiates contact with the PCP to discuss transition of a stable patient with ADHD, depression, or anxiety from RBHA to medication monitoring within primary care. The patient will have already agreed to the transfer, and may still obtain counseling services at the RBHA. PCPs comfortable doing so agree to accept members stabilized on the same medication regimen for at least six months for medication and medication monitoring.
2. The RBHA supplies the PCP with a list of medications tried and failed prior to current regimen and a detailed list of current medication(s) with dosages and contact information for the treating psychiatrist in order to address questions that arise. The PCP may request additional information, including a current psychiatric evaluation.
3. The RBHA or RBHA provider notifies the Health Plan's Behavioral Health Coordinator of the transfer and supplies medication information so that any required prior authorizations can be anticipated.
4. The PCP is asked not to change the medication or the dosage without consulting with the previously treating psychiatrist (the Health Plan can help facilitate if needed: Behavioral Health Coordinator (520) 874-5214).
5. PCP submits any needed prior authorization to the Health Plan (not all medication will require a prior authorization; please see formulary).
6. The Health Plan approves prior authorization for continuity of care.
7. The transferred member is tracked at the Health Plan and offered case management services at the Health Plan as indicated.
8. Member picks up prescription at pharmacy.



## RBHA consultation is available any time.

Thank you for your excellent coordination of care efforts regarding our members receiving behavioral health services. Please contact our Behavioral Health Coordinator with any questions or concerns about behavioral health. She would be glad to assist you by phone at (520) 874-5214 or a visit to your practice.

The UPHP Behavioral Health Coordinator can assist with setting up the RBHA consultation, which is available any time for AHCCCS Health Plan members being treated in the primary care environment for a behavioral health disorder.

## Documentation Tips – Beyond the Basics

As a Physician, you probably review hospital discharge summaries and consult notes, laboratory reports and radiology reports for your patients. You may also order medical equipment and refill medications for your patients even when they aren't in your office. A quick note in the patient's chart reflects the complexity of care required. These notes also support your decision making in subsequent office visits.

Accurate documentation will help you to cover those ongoing medical conditions that can be easily overlooked from time to time. You know your patients well, but another provider may not. A "problem list" is a tool often used to assess the stability of a patient's conditions and measure progress achieved through your quality of care. Thanks for taking those few minutes – accurate, up-to-date documentation benefits both you and your patient.



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## OB Providers AHCCCS Requirements

Every month MHP sends providers who provide OB services a notice of SOBRA members who are about to lose SOBRA benefits. It is an AHCCCS requirement that those members are referred to no/low cost primary care services. MHP partners with the provider to make those referrals by including a referral list for those services. It is required that these referrals are documented in the medical record. According to recent audits, doctors are not documenting these referrals, although a survey of former members indicates that 30% of those reached do receive this referral from their doctor. Please make these referrals and be sure to document the referral was made in the medical record. It not only fulfills an AHCCCS requirement but it is the right thing for the patient.

## Disparities in Oral Health

Oral health disparities are profound in the United States. Despite major improvements in oral health for the population as a whole, oral health disparities exist for many racial and ethnic groups, by socioeconomic status, gender, age and geographic location. The populations most affected by oral health disparities are Hispanics, Native Americans, and African Americans of all ages.

Social factors can also contribute to these differences such as lifestyle behaviors like tobacco use, frequency of alcohol use, and poor dietary choices. Just like they affect general health, these behaviors can affect oral health. The economic factors that often contribute to poor oral health include access to health services and an individual's ability to get and keep dental insurance.

Many of these patients do not understand how to make a dental appointment or even realize they need one. Generally this population of patients don't understand the importance of preventative care; the theory is that if they don't feel bad, they don't need to see a doctor. We encourage you as providers to educate your patients as to the importance of receiving dental care to help improve their overall health.

*Acknowledgments*  
Centers for Disease Control and Prevention <http://www.cdc.gov/>

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## Verbal Lead Screening

All Medicaid eligible children ages six months to six years must receive a verbal lead screening assessment at each EPSDT visit.

The provider must ask the parent or guardian a series of questions related to possible lead exposure.

The EPSDT form or medical record must show documentation that the verbal lead screening occurred.

### OB Providers

The 2009 OB provider medical record audit showed that MHP providers are not consistently screening pregnant members under the age of 21 with the EPSDT form. To assist providers in fulfilling this requirement, MHP will supply OB providers with EPSDT forms.

When completed, please send these forms to:

Maricopa Health Plan  
Attention: EPSDT Assistant  
2701 E. Elvira Rd  
Tucson, AZ 85756

# Understanding EPSDT

Maricopa Health Plan recognizes the commitment of providers to improving the health and well-being of Arizona's children. The purpose of the EPSDT program is to find children with actual or potential health problems and to screen, diagnose, and treat the problems before they become permanent, lifelong disabilities.



## Strategies for improving EPSDT performance include:



1. Document ALL age-specific, required information related to EPSDT screenings and visits on the AHCCCS required standardized EPSDT tracking forms. These forms are designed to help providers deliver comprehensive, age-appropriate screening exams. These forms are available through the Health Plan and are also located in Section 20, Forms, of the Provider Manual. Please send a copy of the completed EPSDT tracking form to the EPSDT Assistant at:  

University Physicians Health Plans  
Attn: EPSDT Assistant  
2701 E. Elvira Road  
Tucson, AZ 85756
2. Schedule the next EPSDT appointment at the time of the current office visit, particularly for children 24 months of age or younger. **The benchmark exams of 2, 4, 6, 9, 12, and 15 months are especially critical to ensure that children receive the protection of recommended vaccinations and the benefits of early interventions as a result of developmental screenings.**
3. Refer for an initial dental assessment starting at age 12 months, or earlier if oral health screening reveals potential carious lesions or other conditions requiring assessment and/or treatment by a dental professional.
4. Perform both verbal and blood lead level screenings (as indicated on the age-specific standardized EPSDT tracking forms). Report elevated blood lead levels equal or greater than 10 micrograms/dl to ADHS and coordinate re-testing and follow-up as recommended.
5. Comply with state mandated law requirements to report all childhood immunizations to Arizona Department of Health Services (ADHS)/ Arizona State Immunization Information System (ASIIS).
6. Refer eligible members to the Supplemental Nutritional program for Women, Infants, and Children (WIC), Head Start, Arizona Early Intervention program (AzEIP), and Behavioral Health.

Remember that MHP is your partner in ensuring the availability and accessibility of health care resources to EPSDT members as well as in assisting members to effectively use these resources.

If we can assist you in any way, or if you have questions, please call us at 1-800-582-8686.

We look forward to continuing to work together toward our common goal of healthier and happier kids in Arizona.

# Coming Soon to a Computer Near You: UPHP's Prior Authorization Web Portal

University Physicians Health Plan (UPHP) is in the final implementation stages of our new Prior Authorization (PA) Web Portal. As you know, our current e-services website offers claims and member eligibility inquiry. In the coming months the e-services website will be enhanced.

## Some of the enhanced features will include:

- Online submission of prior authorization requests
- Real-Time status updates on prior authorizations
- When the prior authorization is completed it will generate email notification
- Approved prior authorizations will be instantly available to the referring provider and to the referred-to provider
- Online communication with UPHP staff will be possible regarding PA requests

The new website will maintain our current functions and will boast additional features, making it even easier for Providers to interact with UPHP. If you are interested in signing up or you would like training please contact your Provider Relations Representative.



## Arizona State Immunization Information Systems (ASIIS)

In an effort to ensure that EPSDT members' immunizations are kept up to date, it is especially important 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 in ensuring our members obtain the highest level of professional care. Providers can access ASIIS by visiting [www.asiis.az.gov](http://www.asiis.az.gov)

*Don't Forget to notify your Provider Representative when:*

- A Provider joins your practice location
- A Provider terminates (must give 60 days per contract)
- Your practice location changes – need this in writing (if payment location is changing W-9 is also required).

Make sure your TIN and address is registered with AHCCCS. If the location changes, this will need to be updated.

AHCCCS 1-800-794-6862 option 5 or visit [www.ahcccs.state.az](http://www.ahcccs.state.az)

# 2010 Influenza Update

Clearly, the 2009 flu season had an early start due to the Novel H1N1 influenza that, after emerging in the spring, found new strength shortly after the start of school. As of October, the only flu circulating throughout Arizona is thought to be the H1N1 strain but the seasonal flu will surely follow and could result in an extended flu season into spring of 2010, according to state health experts (TAPI meeting, October 21, 2009).

Since it is very likely this flu season will be a long and difficult one for our providers, Maricopa Health Plan looks forward to partnering with our providers to maintain the health of our members. As such, it is important to be fully aware of the risk groups since they are different for H1N1 and Seasonal Flu. Below is a brief overview of these risk groups.

## H1N1 Flu

- Pregnant women
- All children/young people ages 6 months to 24 years
- Persons with chronic medical conditions such as asthma, diabetes, obesity or heart disease
- Persons who have weakened immune systems from medications, HIV infection or other chronic medical conditions

## Seasonal Flu

- Adults 50 years of age and older
- All children ages 6 months to 18 years
- Pregnant women
- Persons with chronic medical conditions such as asthma, diabetes, obesity or heart disease
- Persons who have weakened immune systems from medications, HIV infection or other chronic medical conditions

Maricopa Health Plan has implemented member outreach campaigns to encourage members to obtain both flu vaccinations from their provider when available or to use flu clinics contracted through the health plan. Provider knowledge and patient outreach is a vital part of our mutual success in ensuring our members'/patients' health during a challenging flu season.

For more information about how to obtain H1N1 vaccine, go to <http://www.azdhs.gov/flu/h1n1/index.htm>

Sources: Arizona Dept. of Health Services, CDC


Pregnant women are five times as likely to suffer serious complications from H1N1 as the rest of the population. If your patient has a cold, sore throat or fever do not hesitate to encourage them to see you immediately or go to urgent care if needed. This is important to the health of the mother and her unborn baby.



NOTE: "NC" = Not Covered

University Physicians Health Plans (UPHP)  
PRIOR AUTHORIZATION GRID

Continued on Reverse Side

| EMERGENCY SERVICES DO NOT REQUIRE PRIOR AUTHORIZATION  |       |  |       |
|--|-------|--|-------|
| ALL OUT-OF-NETWORK REFERRALS AND / OR SERVICES REQUIRE PRE-AUTHORIZATION WITH THE EXCEPTION OF EMERGENCY SERVICES. |       |  |       |
|                                 |       |  |       |
| AHCCCS Plans<br>Maricopa Health Plan / University Family Care  |       | Special Needs Plan<br>Maricopa Care Advantage / University Physicians Care Advantage |       |
| SERVICES   | PA    | SERVICES   | PA    |
| <b>Admissions</b>  |       | <b>Admissions</b>  |       |
| - Inpatient, Elective  | PA    | - Inpatient, Elective  | PA    |
| - SNF  | PA    | - SNF  | PA    |
| - Rehab  | PA    | - Rehab  | PA    |
| <b>Allergy</b>   |       | <b>Allergy</b>   |       |
| Adults (Allergy therapy covered for life threatening conditions only)  | NC    | Adults & Children  |       |
| Children (less than 21 yrs of age)   |       |  |       |
| - Consults   | NO PA | - Consults   | NO PA |
| - Testing  | PA    | - Testing  | PA    |
| - Immunotherapy by Allergist   | PA    | - Immunotherapy by Allergist   | PA    |
| <b>Behavioral Health</b>   |       | <b>Behavioral Health</b>   |       |
| - Comprehensive Mental Health Services   | NC    | - Comprehensive Mental Hlth Svcs (ie, PHP & IOP)                                     | PA    |
| <b>Cardiac Nuclear Medicine Testing</b>  | PA    | <b>Cardiac Nuclear Medicine Testing</b>  | PA    |
| <b>Cardiac Rehabilitation, Outpatient</b>  | PA    | <b>Cardiac Rehabilitation, Outpatient</b>  | PA    |
| <b>Chiropractor, Adult</b>   | NC    | <b>Chiropractor, Adult</b>   | PA    |
| <b>Chiropractor, Less than 21 years of age</b>   | PA    | <b>Chiropractor, Less than 21 years of age</b>                                       | PA    |
| <b>Cosmetic Surgery / Items</b>  | NC    | <b>Cosmetic Surgery/Items</b>  | NC    |
| <b>Dental Services</b>   |       | <b>Dental Services</b>   |       |
| - Dentures   | NC    | - Dentures   | NC    |
| - Oral surgery   | PA    | - Oral surgery   | PA    |
| - Orthodontics   | PA    | - Orthodontics   | NC    |
| - Pedodontic for children over 2   | PA    | - Pedodontic for children over 2   | NC    |
| - Preventive and therapeutic greater than 21 yrs of age  | NC    | - Preventive and therapeutic greater than 21 yrs of age                              | NC    |
| <b>Diapers / Incontinence Briefs (Ages 3-20)</b>   | PA    | <b>Diapers / Incontinence Briefs</b>   | NO PA |
| <b>Drugs/Medications</b>   |       | <b>Drugs/Medications</b>   | NC    |
| - Non-formulary  | PA    | - Non-formulary  | PA    |
| - Formulary Step Therapy   | PA    | - Formulary Step Therapy   | PA    |
| - Psychotherapeutic (when on formulary)  | NC    | - Psychotherapeutic (when on formulary)  | NO PA |
| <b>Durable Medical Equipment (DME)</b>   |       | <b>Durable Medical Equipment (DME)</b>   |       |
| - Over \$300.00 Total Purchase Price   | PA    | - Over \$300.00 Total Purchase Price   | PA    |
| - C-PAP, Bi-PAP Purchase   | PA    | - C-PAP, Bi-PAP Purchase   | PA    |
| <b>Family Planning</b>   |       | <b>Family Planning</b>   |       |
| - Sterilization  | PA    | - Sterilization  | PA    |
| <b>Hearing Aids (21 and over)</b>  | NC    | <b>Hearing Aids</b>  | PA    |
| - Audiometry, Adult for hearing aid eval   | NC    | - Audiometry, Adult for hearing aid eval   | PA    |
| - Audiometry, Adult for medical diagnosis  | PA    | - Audiometry, Adult for medical diagnosis  | PA    |
| <b>Home Health/Home Care Services</b>  |       | <b>Home Health/Home Care Services</b>  |       |
| - Home Health Care   | PA    | - Home Health Care   | PA    |
| - Home Infusion (antibiotics, TPN, etc)  | PA    | - Home Infusion (antibiotics, TPN, etc)  | PA    |
| <b>Hospice</b>   |       | <b>Hospice</b>   |       |
| - IP and OP  | PA    | - IP and OP  | PA    |
| <b>Implants</b>  |       | <b>Implants</b>  |       |
| - Artificial Joints  | PA    | - Artificial Joints  | PA    |
| - Stimulators, bone, brain, spinal, nerve  | PA    | - Stimulators, bone, brain, spinal, nerve  | PA    |
| <b>Laboratory</b>  |       | <b>Laboratory</b>  |       |
| - Cytogenetic studies/Phenotyping/DNA  | PA    | - Cytogenetic studies/Phenotyping/DNA  | PA    |

Some plans may have limitations on certain benefits. If the benefit is not covered or the limitation is met, payment will not be made. Receiving approval on a prior authorization request does not guarantee payment.

University Physicians Health Plans (UPHP)  
PRIOR AUTHORIZATION GRID

NOTE: "NC" = Not Covered

| AHCCCS Plans<br>Maricopa Health Plan / University Family Care           |       | State Sponsored Program<br>Healthcare Group                       |       | Special Needs Plan<br>Maricopa Care Advantage / University Physicians Care Advantage |       |
|---|-------|---|-------|--|-------|
| SERVICES  | PA    | SERVICES  | PA    | SERVICES   | PA    |
| <b>Maternity Services</b>   |       | <b>Maternity Services</b>   |       | <b>Maternity Services</b>  |       |
| - Genetic Counseling  | PA    | - Genetic Counseling  | NC    | - Genetic Counseling   | PA    |
| - Abortion / Pregnancy Termination                                      | PA    | - Abortion / Pregnancy Termination                                | PA    | - Abortion / Pregnancy Termination   | PA    |
| - Circumcision, Routine   | NC    | - Circumcision, Routine (within 30 days of birth)                 | NO PA | - Circumcision, Routine  | NC    |
| <b>Neuropsychological/Neuropsychiatric Eval</b>                         | PA    | <b>Neuropsychological/Neuropsychiatric Eval</b>                   | NC    | <b>Neuropsychological/Neuropsychiatric Eval</b>                                      | PA    |
| <b>Nutrition</b>  |       | <b>Nutrition</b>  |       | <b>Nutrition</b>   |       |
| - Nutritional Therapy, Enteral/Parenteral                               | PA    | - Nutritional Therapy, Enteral/Parenteral                         | PA    | - Nutritional Therapy, Enteral/Parenteral  | PA    |
| <b>Outpatient surgery</b>   |       | <b>Outpatient surgery</b>   |       | <b>Outpatient surgery</b>  |       |
| - (Except Cataracts, Tonsils, Adenoids, & Myringotomy with tubes)       | PA    | - (Except Cataracts, Tonsils, Adenoids, & Myringotomy with tubes) | PA    | - (Except Cataracts, Tonsils, Adenoids, & Myringotomy with tubes)                    | PA    |
| <b>Pain Management Services</b>   | PA    | <b>Pain Management Services</b>                                   | PA    | <b>Pain Management Services</b>  | PA    |
| <b>Personal Care Items</b>  | NC    | <b>Personal Care Items</b>  | NC    | <b>Personal Care Items</b>   | NC    |
| <b>Podiatry</b>   | PA    | <b>Podiatry</b>   | PA    | <b>Podiatry</b>  | PA    |
| <b>Prosthetic/Orthotic Devices &gt; \$300.00</b>                        | PA    | <b>Prosthetic/Orthotic Devices &gt; \$300.00</b>                  | PA    | <b>Prosthetic/Orthotic Devices &gt; \$300.00</b>                                     | PA    |
| <b>Pulmonary Rehabilitation, Outpatient</b>                             | PA    | <b>Pulmonary Rehabilitation, Outpatient</b>                       | PA    | <b>Pulmonary Rehabilitation, Outpatient</b>  | PA    |
| <b>Radiology and Medical Imaging</b>                                    |       | <b>Radiology and Medical Imaging</b>                              |       | <b>Radiology and Medical Imaging</b>   |       |
| - MRA   | PA    | - MRA   | PA    | - MRA  | PA    |
| - MRI   | PA    | - MRI   | PA    | - MRI  | PA    |
| <b>Reconstructive Surgery</b>   | PA    | <b>Reconstructive Surgery</b>                                     | PA    | <b>Reconstructive Surgery</b>  | PA    |
| <b>Rehabilitation Outpatient Therapies</b>                              |       | <b>Rehabilitation Therapies</b>                                   |       | <b>Rehabilitation Therapies</b>  |       |
| - Physical Therapy (21 and over)  | PA    | - Physical Therapy  | PA    | - Physical Therapy   | PA    |
| - Occupational Therapy (21 and over)                                    | NC    | - Occupational Therapy  | PA    | - Occupational Therapy   | PA    |
| - Speech Therapy (21 and over)  | PA    | - Speech Therapy  | PA    | - Speech Therapy   | PA    |
| <b>Sleep Studies (Must be split-night study)</b>                        | PA    | <b>Sleep Studies</b>  | NC    | <b>Sleep Studies</b>   | PA    |
| <b>Transportation</b>   |       | <b>Transportation</b>   |       | <b>Transportation</b>  |       |
| - Air Transport, non emergent   | PA    | - Air Transport, non emergent                                     | NC    | - Air Transport, non emergent  | PA    |
| - Inter-facility transfers, non emergent                                | NO PA | - Inter-facility transfers, non emergent                          | NO PA | - Inter-facility transfers, non emergent   | NO PA |
| <b>Transplants</b>  | PA    | <b>Transplants - Not covered except</b>                           |       | <b>Transplants</b>   | PA    |
| - Corneal   | PA    | - Corneal   | PA    | - Corneal  | PA    |
| - Kidney  | PA    | - Kidney  | PA    | - Kidney   | PA    |
| <b>Vision</b>   |       | <b>Vision</b>   |       | <b>Vision</b>  |       |
| - Adult Glasses and Contact Lenses covered for post cataract needs only | PA    | - Glasses and Contact Lenses                                      | NC    | - Value-Added Benefits Only (see member's benefits)                                  | NO PA |

When provided by a contracted, in-network provider and within the member network option, the following services do NOT require a prior authorization or PCP referral.

- CT Scans
- Dialysis
- EMG / NCV
- Interventional cardiology (cardiac cath, angiography, PTCA, pacing study)
- Outpatient chemotherapy
- Outpatient Radiation therapy
- PET Scans
- PUVAs

|  |   |   |  |  |
|--|---|---|--|--|
|  <p>www.ufcaz.com</p> |  <p>MARICOPA HEALTH PLAN<br/>managed by<br/>UPH HEALTH PLANS</p> |  <p>www.uphcg.com</p> |  <p>MARICOPA CARE ADVANTAGE<br/>managed by<br/>UPH HEALTH PLANS</p> |  <p>www.cpareaz.com</p> |
| <p>Member Services Department<br/>1-800-582-8686</p>   |   |   |  |  |

Receiving approval on a prior authorization request does not guarantee payment. Some plans may have limitations on certain benefits. If the benefit is not covered or the limitation is met, payment will not be made.

# Warm Health: A Powerful Provider Tool For Effective Disease Management

Helping members stay healthy is a basic aspect of every MHP provider's commitment to improving health care quality and outcomes, while keeping costs in check. But providing effective care to members with one or more chronic diseases requires a more focused and intensive strategy. These members are often better served through a team approach that includes ongoing education and encouragement to help them understand their condition and change their behaviors, plus frequent monitoring to help them avoid serious disease-related complications. These high-touch cases definitely require the expertise of a capable physician. But they also clearly benefit from ongoing interaction with case managers and other supporting professionals.

To meet that need, MHP has teamed up with the health care technology experts at Warm Health to help physicians better manage MHP members with chronic illnesses. Through this partnership, Warm Health delivers health information and education to members to encourage better self-care while facilitating ongoing, quick-response monitoring and support from MHP Case Managers.

In Warm Health, MHP providers have the support of an effective, interactive tool to help them manage their patients with chronic diseases around the clock.

The Warm Health system is simple. MHP members are introduced to the appropriate chronic disease program by "Mary Beth," Warm Health's virtual case manager. Then, through regularly scheduled "conversations," Mary Beth provides members with the relevant health education to help them manage their chronic conditions. Mary Beth also asks a few questions on each call to get a sense of the member's current state of health. If the member's answer reveals a health concern, a MHP Case Manager is immediately alerted, and then calls back for a live intervention after the Warm Health call is completed.

Mary Beth, the voice of Warm Health, represents the most technologically advanced Interactive Voice Recognition (IVR) system on the market today. While she is not a "live" person, surveys show that members come to know and accept her, and they even enjoy her calls. She talks with members, asks questions, monitors answers and identifies situa-



tions that might indicate health concerns. Answering a simple "yes" or "no" question is all it takes to link that vulnerable member back to a live MHP care professional. And members receive the care they need.

Calm and professional, Mary Beth and Lucy, her Spanish-speaking counterpart, deliver useful information that supports best practices as determined by MHP. And while the case manager is the first member contact following an alert, both Mary Beth, and assigned case managers routinely encourage members to visit their physician for expert care.

Warm Health participation by members is strictly voluntary. But results indicate that it's a powerful and effective tool, and a valuable asset to the MHP team.

For more information about Warm Health, please visit [www.warmhealth.com](http://www.warmhealth.com).

## Important Information:

We want your patients to have strong and healthy babies. Please stress the importance and value to pregnant patients of seeing a maternity provider or Certified Nurse Midwife early in her pregnancy.

HIV testing is especially important for your pregnant patients. Most babies born to HIV-infected women escape the virus, but 1 in 4 do become infected before or during the birth or through breast-feeding, although no one is certain when viral transmission occurs.

You can help a mother decrease the chances of her child getting the infection. When an infection in the mother is found and treated early she has a good chance of staying healthy to take care of her baby. Please discuss HIV testing with your patients.

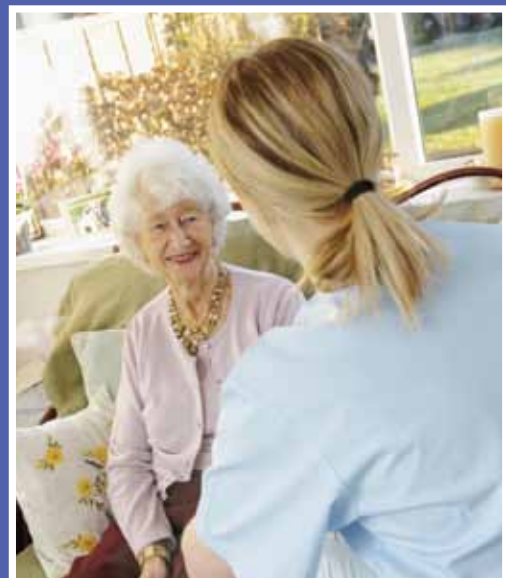


# New Provider Additions

Maricopa Health Plan's Network Development Department has made many additions to our provider network this quarter. Notable additions are:

- **United Seating and Mobility** – This new vendor provides custom wheelchairs.
- **Arizona Early Intervention Program (AZEIP) therapists** – Previously, pediatric therapies (occupational, physical and speech therapy) were coordinated and paid for by the State of Arizona. As of early Spring 2009, pediatric therapy is now the responsibility of the member's health plan. Maricopa Health Plan has several contracted therapists and multiple contracts in the works.
- **180 Medical** – This new vendor provides specialty catheters and urological supplies to pediatric, young adult, adult and geriatric patients.
- **Fikes Brace and Limb** – Prosthetics & Orthotics
- **Hamilton Prosthetic Center** – Prosthetics & Orthotics
- **Arizona Heart Hospital**
- **Skilled Nursing Facilities**
  - Citadel Care Center
  - Desert Cove Nursing
  - Life Care Center of North Glendale
  - Life Care Center of Paradise Valley
  - Mi Casa Nursing Center
  - Scottsdale Heritage Court
  - Sun Grove Village Care Center
  - Mesa Christian
  - Mission Palms
  - La Estancia
  - Sun City Health Rehab
- **Home Health Services**
  - MGA Home Healthcare
  - On the Mend On the Move Physical Therapy
  - Zion Home Health Care Agency
- In addition to LabCorp and Sonora Quest Laboratories, Maricopa Health Plan is now contracted with **Medical Diagnostic Laboratories** – They provide an extensive array of laboratory services. Visit [www.mdlab.com](http://www.mdlab.com) for more information.
- **East Valley Neurosurgery**

For a complete listing of new and existing providers, please access our web page at [www.mhpaz.com](http://www.mhpaz.com) and click on **Find a Doctor/Pharmacy**. Or you may contact Member Services at 1-800-582-8686.



# Adult Health

Chronic diseases, such as heart disease, cancer, and diabetes are the leading causes of death and disability in the United States. Chronic diseases account for 7 out of 10 deaths among Americans each year. These diseases also cause major limitations in daily living for one-fourth of people with chronic conditions. Although chronic diseases are among the most common and costly health problems, they are also among the most preventable. Adopting healthy behaviors such as eating nutritious foods, being physically active and avoiding tobacco use can prevent or control the devastating effects of these diseases.

As a provider, you know how important it is for adults to come in and receive their annual exams. Often, the AHCCCS population doesn't get the preventative care they need because they believe in the "If I feel good, I don't need to see a doctor" theory. We encourage you as providers to help us educate these patients about the importance of preventative care and help them to schedule yearly Well Adult exams.

#### Acknowledgments

Centers for Disease Control and Prevention <http://www.cdc.gov/>

## Cultural Corner

# Our Hispanic Population



Maricopa Health Plan serves a diverse population. It has been reported that over 26% of our Maricopa Health Plan members are Spanish speaking.

It is uncommon for Hispanics to be aggressive or assertive during health care interactions. Direct eye contact is less common among Hispanics than Anglos. Direct disagreement with a provider is uncommon; the usual response to a decision; in which the patient or family disagrees is silence and noncompliance. A brusque health care provider may not learn of significant complaints or health problems and find the patient is unlikely to return.

Communication and a good relationship between a patient and his/her health care provider is key to providing quality care. Trust and interpersonal comfort is also a critical component of the relationship between the person who is ill and the healer. Quality care is not just a correct diagnosis and treatment, but also the way in which the treatment is provided.



**(602) 344-8777 or  
(866) 466-8777**

**Behavioral Health**  
(MHP only)  
(602) 344-8372 fax

**Case Management**  
(602) 344-8372 fax

**Contracting/Provider  
Relations**  
(520) 874-7142 fax

**Hospital Admission  
Notification**  
(866) 349-1107 fax

**Pharmacy**  
(866) 349-0338 fax

**Prior Authorization**  
(866) 210-0512 fax

**Utilization Management**  
(602) 344-8372 fax

### Claims Customer Service

(800) 582-8686  
(520) 874-7046 fax

### Credentialing

(520) 874-5535  
(520) 874-7027 fax

### Grievance and Appeals

(800) 582-8686  
(866) 465-8340 fax

### Maternal Child Health

(877) 874-3933  
(520) 874-7056 fax

### Member Services/ Eligibility

(800) 582-8686

### Translation Services

(MHP only)  
(800) 582-8686

### Transportation

(MHP only)  
**Ambulatory (Taxi/Van)**  
(800) 582-8686

**Stretcher & Wheelchair**  
(602) 344-5245

### Utilization Manager

(602) 344-8364  
(602) 344-8372 fax

### Grievance & Appeals Submissions

2701 E. Elvira  
Tucson, AZ 85756

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

### Provider Relations Representatives

**Fax number: (602) 344-8358**

#### Mailing address:

2502 E. University Drive, Suite 125  
Phoenix, AZ 85034

#### Connie Leonardo

Provider Relations Representative  
(602) 344-8387, [cleonardo@uph.org](mailto:cleonardo@uph.org)

#### Sean Seeger

Provider Relations Representative  
(602) 344-8385, [sseeger@uph.org](mailto:sseeger@uph.org)

#### Deb Singpradith

Provider Relations Representative  
(602) 344-8391, [dsingpradith@uph.org](mailto:dsingpradith@uph.org)

#### Gail Vanko

Provider Relations Representative  
(602) 344-8392, [gvanko@uph.org](mailto:gvanko@uph.org)

#### Jennifer Claver

Associate Contract Negotiator  
(602) 344-8393, [jclaver@uph.org](mailto:jclaver@uph.org)

#### Monica Hamilton

Associate Contract Negotiator  
(602) 344-8378, [mhamilton@uph.org](mailto:mhamilton@uph.org)

#### Claims addresses:

##### Maricopa Health Plan

PO Box 37169  
Phoenix, AZ 85069

##### Maricopa Care Advantage

PO Box 38549  
Phoenix, AZ 85069

##### University Physicians Healthcare Group

PO Box 37279  
Phoenix, AZ 85069



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