



Bluegrass Family Health

Fall 2004 Provider Newsletter

PROVIDER RELATIONS/
NETWORK DEVELOPMENT
STAFF

Chris Bulger
*Director of Network Development
and Provider Relations*

William McCord
Network Development Supervisor

Kaye Gibson
Provider Relations Specialist

Sue Ciaramitaro
Provider Relations Specialist

Kim Silver
Provider Relations Specialist

Bob Hamilton
Provider Relations Specialist

Sheila Sexton
Hospital Relations Specialist

Jenifer Whitehouse
Network Development Specialist

Pam Searcy
Administrative Assistant

James S. Fritz
*President &
Chief Executive Officer*

Chris Bulger
Editor

Provider Survey Announcement

In a continuing effort to promote better health and healthier lifestyles, we are proud to introduce a multi-faceted survey that is aligned with our mission to provide our members with access to high quality medical services that will enhance their health. In order to accomplish this, we need to partner with the best health care providers possible. The survey is divided into sections, including Health Risk Assessments, Disease Management Program, Satisfaction Surveys, Pharmacy, and Member Services. It has been developed to meet all Health Insurance Portability and Accountability Act (HIPAA) privacy requirements. The Provider

Satisfaction Segment – the focus of this announcement – provides Bluegrass Family Health with a gauge of how well we are meeting your needs.

Bluegrass Family Health providers can complete the survey via an Interactive Voice Response by dialing 859-335-4103 or toll free 866-424-2392 on a touchtone phone or online at <https://www.bgfh.com/survey>. You will be prompted to enter your Bluegrass Family Health provider ID number to access the survey. Enter **all** the ID numbers, including leading zeroes, but do not enter any dashes that may appear as part of your ID number. (Example: 00011111-00

should be entered as 00011111100.) You will also need to enter '12345' as the password the first time you access the survey. We strongly urge you to change your password at your initial log-in by following the instructions given at that time. Make sure you write down your new password for future reference!

We are happy to provide this useful tool to help us meet your needs as our health care partner. Please contact Bluegrass Family Health at 859-269-4475 or 800-787-2680 if you do not have access to the Internet or a touchtone telephone. We will be happy to answer any questions you have regarding the survey. ■



Precertification/Authorization List *Effective October 1, 2004*

HEALTH CARE OPERATIONS SHOULD BE CONTACTED AT 877-449-2884 OR 859-335-3737 FOR PRECERTIFICATION.

All precertifications/authorizations are based on medical necessity and benefit limits; they are not a guarantee of payment, payment level or member eligibility. Precertification/authorization applies to all Bluegrass Family Health products and must be initiated by the requesting provider. The member is responsible for verifying if covered services have been prior authorized by the plan before receiving those services.

The following list may change during the plan year with timely notification to Bluegrass Family Health membership and providers.

- Inpatient Admissions:
 - Elective
 - Urgent
 - Emergent
 - Acute Rehabilitation Facility
 - Skilled Nursing Facility
- Surgical Observation Stays:
 - Laminectomy/Discectomy
 - Hysterectomy (including laparoscopic assisted)
- Ambulance Transfer (non urgent/non emergent)
- Blepharoplasty
- Carpal Tunnel Release (Neuroplasty)
- Colonoscopy (diagnostic – members < 50 years old)
- Durable Medical Equipment (purchases \$500 or greater, all rentals, repair/maintenance)
- EMG/NCV (Electromyography/Nerve Conduction Study)
- Experimental/Investigational Services
- Hernia Repair (Umbilical, Ventral, Incisional – Between the ages of 21 and 65)
- Home Health/Home Infusion (through Care Continuum: 877-700-3482/502-339-8088)
- Infertility (diagnosis and treatment)
- Medical Technology (new and emerging)

- Mental Health/Substance Abuse (through Behavioral Medicine Network: 800-455-5579/859-224-2022)
- Orthotics (purchases \$500 or greater)
- Pain Management Services (evaluations, diagnostic, and therapeutic procedures)
- Prosthetics (purchases \$2000 or greater)
- Radiology Procedures:
 - CT and CTA scans
 - MRI and MRA
 - PET scans

Note: CT guided biopsy does not require Precertification

- Reduction Mammoplasty
- Sleep Studies (Polysomnograms)
- Therapy Services:
 - Cardiac Rehabilitation
 - Chiropractic Services (Precertification through A.C.N.: 800-873-4575)
- Transplants - evaluation/treatment/procedure
- Uvulopalatopharyngoplasty (UPPP)
- Notification Requirements (Notification Only):
 - Diabetic Education
 - Dialysis
 - Obstetric Care
 - Hospice

Certain Medications require Prior Plan Approval. Approval may be obtained by calling Bluegrass Family Health toll-free at 877-205-6308.

• Care Continuum

Contact for Home Health/Home Infusion Services

Main Line: 502-339-8088

Toll Free: 877-700-3482

• Behavioral Medicine Network, Inc.

Contact for Mental Health/Substance Abuse

Main Line: 859-224-2022

Toll Free: 800-455-5579

REMINDER: Pneumococcal Vaccine

CDC Recommendations Regarding PCV7 (Prevnar)

With shortage and production problems resolved, the CDC, AAP, and AAFP are recommending providers resume administration of the pneumococcal conjugate vaccine according to the immunization schedule provided in The Red Book.

Your healthy children for whom the third and fourth doses were deferred (due to shortage) may now be called back for “catch up”. **Children at increased risk for the pneumococcal disease should have the four (4) dose series administered.**

Questions about allocation or obtaining PCV7 should be directed to Wyeth’s Customer Service Department at 800-666-7248. For more information concerning the pneumococcal vaccine and/or dosing guidelines, access the following websites: <http://www.cispimmunize.org/>, and <http://www.cdc.gov/mmwr/preview/mmwrhtml/mm5336a8.htm>.

Bluegrass Family Health is notifying the parents/guardians of children under 12 months of age who may have missed doses (due to the shortage) to contact the child’s health care provider. ■

Influenza Immunization

Flu season is fast approaching. Due to unexpected problems with the manufacturing and distributing of influenza vaccine, the CDC issued updated recommendations on October 5, 2004. Bluegrass Family Health encourages you to review the following priority list when determining if your patients are in a "priority group".

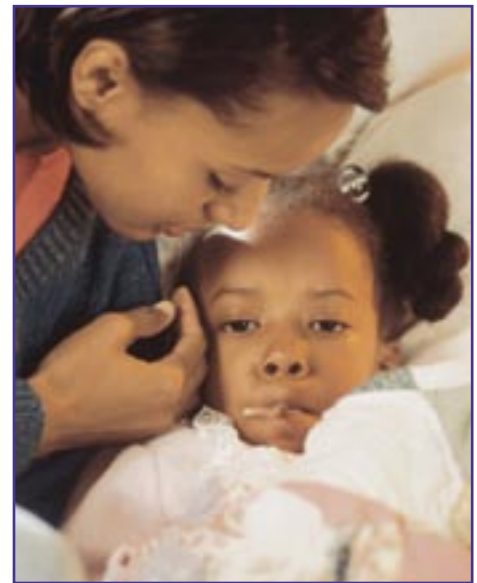
Influenza Vaccine Recommended For:

- All children aged 6 – 23 months
- Adults aged 65 years and older
- Persons aged 2 – 64 years with any chronic medical condition
- All women who will be pregnant during the flu season

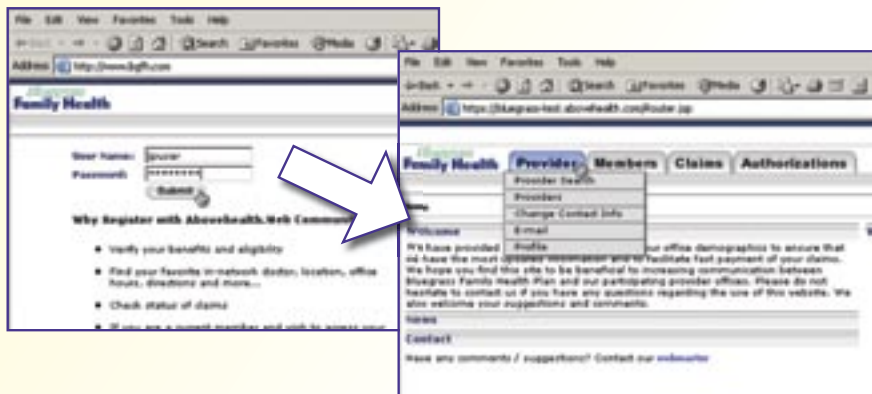
- Children aged 6 months – 18 years on chronic aspirin therapy
- Health care workers involved in direct patient care
- Out-of-home caregivers and household contact of children less than 6 months of age
- Residents of nursing homes and long-term care facilities

We appreciate your cooperation with us during this year's flu season. Feel free to contact your Provider Relations Specialist if you have questions or concerns.

We can be reached at 800-787-2680 or locally at 859-269-4475. ■



MyBluegrassInfo



Bluegrass Family Health encourages all participating providers to sign up to use our website for eligibility verification, precertification request status and routine claims status checks, including how and when a claim was paid.

To sign up for MyBluegrassInfo, go to www.bgfh.com, click on Providers, then Forms, then complete and fax the applicable E-health Enrollment Form as indicated. You'll be glad you did! Please call your Provider Relations Specialist with any questions. ■

Bluegrass Family Health - Cardinal Healthcare Supply Program

We are pleased to announce the availability of a comprehensive supply cost management program. This program is the result of efforts to construct a value oriented offering for the full range of your medical and laboratory supply needs.

Our exclusive relationship with Cardinal Healthcare is designed to give Bluegrass Family Health participating providers rapid access to exceptional pricing, service, and ease of use for the thousands of products they distribute.

In support of this relationship, Cardinal is partnering with a national Group Purchasing Organization (GPO) to secure preferential pricing for the national brands of products that you use on a daily basis. Additional savings are available on an extensive array of high quality, clinically leading products manufactured by Cardinal Health.

Cardinal has a dedicated team of field-based and customer support resources available to bring the value of this program to you. To take advantage of this opportunity, please call Cardinal Healthcare's representative, Gary Franklin at 502-939-8028 or

via email at garyfranklin@cardinal.com to confirm a time on your calendar for an initial meeting. ■



Bluegrass Family Health

651 Perimeter Drive, Suite 300
Lexington, KY 40517

NON-PROFIT
ORGANIZATION
U.S. POSTAGE
PAID
PERMIT NO 119
LEXINGTON, KY

15% Discount for Virtual Lecture Hall

Bluegrass Family Health has arranged for all its participating physicians, PAs, and ARNPs to receive a 15% discount on memberships and CME packages at the online CME site The Virtual Lecture Hall (VLH). To receive the discount, log onto MyBluegrassInfo <<https://bluegrass.abovehealth.com/Logon.jsp>> then click on The Virtual Lecture Hall.

Bluegrass Family Health is pleased to offer this service to our participating providers.

DIABETES AWARENESS MONTH

Facts about diabetes:

- Diabetes is a serious and costly disease
- Diabetes increases the risk of CAD and Stroke
- Diabetes prevalence is on the rise in Kentucky
- Diabetes can be controlled

KDN recommendations for improving outcomes and reducing healthcare costs:

- Monitor weight and blood pressure
- Obtain Hemoglobin A1C every 3-6 months
- Education
- Annual foot and dilated eye exams
- Annual microalbumin
- Annual fasting lipid profile

For additional information and/or resources, visit the KDN web site at www.kentuckydiabetes.net. ■

