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Provider Document Resources

As a CoventryCares provider you should have received a current Provider Manual. If, for some reason, you did not or you require an additional copy you may request one by contacting our Provider Relations department toll-free at (855-454-0061). Copies of the manual and previous provider communications are also available for download at www.coventrycaresky.com, on the Provider tab under "document library."

HEDIS® Spotlight – HEDIS® 2014

The 2014 Healthcare Effectiveness Data and Information Set (HEDIS®) season is fully underway for CoventryCares of Kentucky. The HEDIS® project lasts from February to May. Medical record review is an essential part of the HEDIS® data collection process. The medical record contains information such as lab values and results of tests that may not be available in the administrative data. Many of our providers have been contacted by our nurses to schedule appointments for chart reviews and faxes have been sent to offices to request medical records by our HEDIS® Outreach Coordinators. If there are only a few charts to be reviewed, the office may choose to fax or mail the specific information to Coventry Cares.

HEDIS® results are used to measure the effectiveness of many of these Quality Improvement (QI) initiatives. HEDIS® is a set of standardized performance measures designed to ensure that the public has the information it needs to reliably compare performance of managed health care plans. HEDIS® results are based on statistically valid random samples of members. The HEDIS® results are subjected to a rigorous review by certified HEDIS® auditors. While HEDIS® is a government reporting requirement; the overall goal is to increase the quality of care for our members.

The Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule permits a provider to disclose protected health information to a health plan for the quality-related health care operations of the health plan. In addition, our Provider Agreement states that the health plan has the right to review medical records to monitor the quality and appropriateness of treatment of members by our participating providers.

Helpful hints: When faxing medical records to us, please be sure to include the pull sheet along with the medical record. We greatly appreciate the care you give your patients, our members. Thank you for your assistance with our annual HEDIS® project. If you have questions regarding the HEDIS® initiatives, please feel free to contact the Quality Improvement Outreach Coordinators at 1-855-737-0872, Monday through Friday, 8:00 a.m. to 5:00 p.m., Eastern Time.

IMPORTANT TELEPHONE NUMBERS

Member Services Department	1-855-300-5528
Prior Authorization Department	1-888-725-4969
Provider Relations Department	1-855-454-0061
State Eligibility Verification	1-800-635-2572
MHNet 24/7 Service Line	1-888-604-6106
24-Hour Nurse Line	1-855-620-3924

Quality Improvement

CoventryCares of Kentucky is committed to managing a well-designed and well implemented Quality Improvement (QI) program. The scope of the QI program is comprehensive, addressing the quality and safety of clinical care and services provided to our members, including physical health, behavioral health, dental and vision care.

The goals and objectives of the QI program are to:

- Ensure that quality and safety of clinical services are measured using reliable methods.
- Take actions that result in improvements that can be measured.
- Involve administrative and clinical staff in support of the on-going quality improvement process.
- Ensure that all state and national requirements are met, and that NCQA accreditation is earned.

You can learn more about the QI program online at www.coventrycaresky.com or call us at 855-300-5528 (Toll free). To learn more about how we are achieving the goals and objectives of the QI program, you can access our QI program evaluation online at www.coventrycaresky.com or call us at 855-300-5528 (Toll free).

If you have suggestions for topics in the provider newsletter, please contact Teresa Koreck at tlkoreck@cvty.com

Member Rights and Responsibilities

Members have the right:

- To get good medical care no matter your race, color, religion, sex, age, disability, or nationality.
- To be treated with respect and dignity and to have your privacy protected.
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- To have a choice about your CoventryCares of Kentucky primary care provider and be able to change your Primary Care Provider (PCP) within the rules.
- To get medical care when you need it.
- To ask questions and get complete information about your medical condition and treatment options, including specialty care, regardless of cost or benefit coverage.
- To be told that services are not covered before you get them.
- To be part of all decisions about your health care including the right to refuse treatment.
- To ask for a second opinion.
- To have your medical records and care kept private.
- To look at copies of your medical records, get copies if you want them and to get assistance with them in accordance with applicable federal and state laws.
- To file a grievance, an appeal or ask for a state fair hearing from the Contractor and or the Department for Medicaid Services if you have problems with your eligibility or health care. To receive help with filing an appeal.
- To have timely access to care including specialty care.
- To make sure communication or physical barriers do not limit timely access to care.
- To get information in a way that is easy to understand.
- To prepare Advance Medical Directives according to Kentucky laws.
- To ask for a description of payments methods CoventryCares of Kentucky uses to pay providers for member care.
- To be told at least 30 days before any program or site changes that affects you.
- To make recommendations regarding the organization's member rights and responsibilities policy.
- To receive information about the organization, its services, its practitioners and providers and members rights and responsibilities.

Member Rights and Responsibilities-Continued

Members have the responsibility:

- To give the best information you can so that CoventryCares of Kentucky and your providers can take care of you and your family.
- To follow your PCP's instructions and care plans.
- To actively participate in personal health and care decisions and practice healthy lifestyles.
- To call your PCP first when you need medical care, except in an emergency. Call 911 or go to the closest emergency room.
- To go to providers who take your CoventryCares of Kentucky Member ID card.
- To show your CoventryCares of Kentucky and your Kentucky Medicaid ID card every time you get medical services.
- To make sure that you only see CoventryCares of Kentucky providers.
- To keep all appointments and be on time.
- To cancel an appointment if you cannot get there.
- To follow CoventryCares of Kentucky and Kentucky Medicaid policies and procedures.
- To follow the rules of your PCP's office or clinic. If you or others do not follow the rules, your provider can ask you to leave.
- To ask your PCP questions if you do not understand something about your medical care.
- To tell the truth about yourself and your medical problems.
- To report suspected fraud and abuse.
- To tell the Department for Community Based Services (DCBS) about changes to your name address and/or telephone number. Notify DCBS and CoventryCares of Kentucky if you have a change like a birth, death, marriage or other insurance.
- To learn the difference between emergencies and urgent care.
- To understand your rights and responsibilities as a Kentucky Medicaid member.

CoventryCares of Kentucky (CoventryCares) employees make clinical decisions regarding health care based on the most appropriate care, service available and existence of benefit coverage. CoventryCares does not reward providers or other employees for any denials of service. CoventryCares does not encourage nor reward clinical decisions that result in decreases or under use of services.

CoventryCares does not use incentives to encourage barriers to care and service. CoventryCares prohibits any employee or representative of CoventryCares from making decisions regarding hiring, promoting, or termination of providers or other individuals based upon the likelihood or perceived likelihood that the individual or group will support or tend to support the denial of benefits.

Utilization Management (UM) Program

The CoventryCares utilization management (UM) program ensures that members receive quality services that are medically necessary, meet professionally recognized standards of care, and are provided in the most effective and medically appropriate setting. The program provides a system for prospective, concurrent, and retrospective review of services and treatments provided.

Medical necessity decisions are made in accordance with:

- CoventryCares contractual guidelines,
- Benefit availability,
- McKesson's InterQual® criteria or Aetna Clinical Policy Bulletins.

If a question of medical necessity or appropriateness arises, the case will be reviewed by a Medical Director.

Copies of the criteria used in making medical necessity determinations may be obtained by contacting Customer Service at 1-855-300-5528 from the hours of 7:00 a.m. to 7:00 p.m. Eastern Time, Monday through Friday.

Do Your Patients Need Disease Management or Case Management Services?

CoventryCares of Kentucky (CoventryCares) offers Disease Management (DM) programs to your patients with asthma, diabetes, congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD), and chronic renal disease (CRD). These programs can assist your patients to better understand their condition, update them on new information on their condition and provide them with assistance from our staff to help them manage their disease. These programs are designed to reinforce your treatment plan for your patient.

Members of CoventryCares are automatically enrolled when they are identified with one of the above conditions. If you would like to enroll a patient in our DM program or have questions about our program please let us know.

The DM program provides the following services:

- CoventryCares nurses and other health care staff will work with your patients to understand how they can best manage their condition and will periodically evaluate their health care status.
- Patients will receive informational newsletters which provide updates on a variety of conditions.
- Educational and informational materials will be provided to your patients to help them understand and manage the medications you prescribe and the importance of regularly scheduled visits with your office.

CoventryCares offers a Case Management (CM) program that can work with your patients to achieve their optimum level of wellness, functional capability, and to identify appropriate providers and facilities. High-risk obstetrics and neonatal concerns are also managed in case management. These programs help patients care for themselves through education, health coaching, and special care.

If you have patients that need disease management or case management or you have any question about these services, call Customer Service at 1-855-300-5528, 7:00 a.m. to 7:00 p.m., Monday through Friday, Eastern Time and ask to speak to a case manager. Involvement in the CM and DM program is voluntary. Members have the right to opt out of DM or CM programs at any time.



Easy Access – Clinical, Preventive and Behavioral Health Guidelines

CoventryCares of Kentucky (CoventryCares) maintains and updates Preventive Health Guidelines to improve the health and quality of life of our members. CoventryCares makes every effort to ensure that current scientific data and expert opinion is the basis for each guideline. Each guideline is evaluated as new data becomes available, or at a minimum of every two years. Please note, these preventive health guidelines are to be used to assist in decision-making and provide guidance in patient care. However, healthcare professionals should always use sound clinical judgment and apply individualized plans of patient care when appropriate.

CoventryCares Clinical Practice Guidelines include:

- Clinical Practice Guidelines:
- Asthma Management Summary Guide
- Coronary Artery Disease Management Summary Guide
- Chronic Kidney Disease Management Summary Guide
- Chronic Obstructive Pulmonary Disease (COPD) Management Summary Guide
- CROHN'S Disease Management Summary Guide
- Diabetes Management Summary Guide
- Heart Failure Disease Management Summary Guide
- Hemophilia Disease Management Summary Guide
- HIV/AIDS Disease Management Summary Guide
- High Risk Management Summary Guide
- Chronic Low Back Pain Management Summary Guide
- Multiple Sclerosis Disease Management Summary Guide
- Sickle Cell Disease Management Summary Guide

CoventryCares Preventive Guidelines include:

- Clinical Preventive Services (Birth to 10 years)
- Clinical Preventive Services (11 to 24 years)
- Clinical Preventive Services (25 to 64 years)
- Clinical Preventive Services (65 and older)
- Clinical Preventive Services (Pregnant woman)

MHNet Behavioral Health Guidelines include:

- Practice Guidelines for Attention Deficit/Hyperactivity Disorder
- Practice Guidelines for Bipolar Disorders in Adults
- Practice Guidelines for Major Depression
- Practice Guidelines for Schizophrenia

Immunization Health Guidelines

- Immunization Schedule 0-18
- Immunization Schedule - Adult

The Practice Guidelines can be accessed for all ages on the CoventryCares web site located at www.coventrycaresky.com under the 'For Providers' tab, 'Practice Guidelines'.



Accessing CoventryCares of Kentucky's Utilization Management Staff

If you have questions about our utilization management processes, we want to hear from you. You can reach our knowledgeable staff during business hours.

- For any questions about UM processes or a UM issue, please call our toll-free Customer Service line at 1-855-300-5528.
- After normal business hours, you may leave a voice message or send a fax.
- Calls will be returned during normal business hours, unless otherwise agreed upon.

To make sure you are speaking with an authorized CoventryCares of Kentucky representative, all staff will identify themselves by name and title and will indicate that they represent CoventryCares of Kentucky during all inbound and outbound calls.



9900 Corporate Campus Drive
 Suite 1000
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www.coventrycaresky.com

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How Do I Contact My Provider Relations Representative?



Notice:

CoventryCares of Kentucky does not reward practitioners or other employees for any denials of service. CoventryCares of Kentucky does not encourage or reward clinical decisions that result in decreased services.

REGION	NAME	TELEPHONE	EMAIL
Region 1	Regina Gullo	(502) 612-9958	rlgullo@cvty.com
Region 2	Kimberly Berry	(812) 660-1394	kdberry@cvty.com
Region 3	Lesley Lewis	(502) 719-8743	ldlewis@cvty.com
Region 3	Phillip Kemper	(502) 719-8604	pxkemper@cvty.com
Region 4	Abbi Wilson	(270) 498-1443	axwilson@cvty.com
Region 5	Regina Gullo	(502) 612-9958	rlgullo@cvty.com
Region 5	Sherry Farris	(513) 218-7725	sxfarris@cvty.com
Region 6	Jennie Cahill	(859) 412-0052	jrcahill@cvty.com
Region 7	JoAnn Rose	(859) 669-6217	jxrose@cvty.com
Region 8	Jacqulyne Pack	(606) 331-1075	jmpack@cvty.com

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