

Connections

The Assisted Living Facility Provider Newsletter for Pima Health System Spring/Summer 2009

PIMA HEALTH SYSTEM

OUR VISION

To improve the quality of life for the community and the people we serve through an integrated system of health and social services.

OUR COMMITMENT

To promote prevention, wellness and maintenance of optimal health by providing and utilizing education, service, and treatment

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Working Together We All Make A Difference

3950 S. Country Club Rd., Suite 400

Tucson, AZ 85714

www.pimahealthsystem.org

The return of "Connections" the Pima Health System Assisted Living Facility Provider Newsletter is here. We are pleased to be providing at least two publications annually. We hope you find the information valuable and pertinent to what you do. In the past many of you have communicated that you not only find the information beneficial to you but to your staff as well. If there is specific information you would like to see in future newsletters or information you would like to share, please contact Claudia Weigand at 243-8114. If you would like to receive the newsletter electronically, please contact Chris Calanche at 243-8369. The newsletter will also be available on the internet at www.pimahealthsystem.org



KAREN FIELDS, PHS DIRECTOR, RETIRES

On November 21, 2008 Karen Fields retired after 29 years of service from Pima County. Karen started working with Pima County in the Community Nutrition Division of the Public Health Department. She held other positions as the Manager of the Community Service System, Deputy County Administrator over the Health Care System, and both Administrator and Director of Pima Health System.

Karen's commitment to improve health care and services for all of the community of Pima County is clear through her involvement on community boards and memberships, not limited to, Gabriel Gifford's Senior & Aging Health Advisory Council, Salud Para Todos (Health for All), Governor's Task Force for Direct Service Workers, Women in Health Care, Head Start, and United Way.

Karen will continue to work toward improved healthcare for our community. Karen plans to spend time with her family, especially her grandchildren, travel, and enjoy some leisure time for herself.

We wish her well on her retirement!

WELCOME NEW PHS DIRECTOR

Please join PHS in welcoming Patricia Alvarez Hurley to the position of Director of Pima Health System. She comes back to Pima County after one year of retirement from her position as the Assistant County Administrator for Justice and Law Enforcement Policy. Patricia brings over 28 years of federal, state and local government experience. Her years of demonstrated leadership and valuable budget management experience will be critical as we all face the economic challenges ahead. Patricia is dedicated and committed to working in partnership with our providers and to providing the highest quality of services to our members.

CORPORATE COMPLIANCE

As a PHS contracted provider for health care services, your compliance with the rules, regulations, standards, and quality of care is of utmost importance to us. Any compliance issues, suspected provider fraud, member eligibility and Share of Cost concerns should be reported to the Compliance Officer, Elizabeth Temple M.P.A., J.D.

For compliance & fraud issues, she can be reached at:

Office: 520-243-7834

P H S Compliance Hot Line: 520-349-4087

P.O. Box 27895

Tucson, Arizona 85726



You can call or write or you can report concerns anonymously. If you report anonymously, make sure that we have enough details of the situation so that we can look into it.



QUARTERLY ASSISTED LIVING PROVIDER MEETINGS

These meetings are held in the Abrams Public Health Center at 3950 S. Country Club Road. Mark the dates in your calendar and please plan to attend. Please note: For AFC and ALH Providers, if we have received your checks they will be distributed at the conclusion, and not the beginning of the meeting. *Please note:* We are planning the regular March meeting to be held in April and we will then return to the quarterly schedule.

AFC, ALH, & ALC Providers:

April 14, 2009:

1:00 P.M.- 2:30 P.M. Room 1108

OR

3:00 P.M.- 4:30 P.M. Room 1108

June 12, 2009:

10:00 A.M.-11:30 A.M. Room 1108

OR

2:00 P.M.-3:30 P.M. Room 1108

September 11, 2009:

10:00 A.M.-11:30 A.M. Room 1108

OR

2:00 P.M.-3:30 P.M. Room 1108

December 14, 2009:

10:00 A.M.-11:30 A.M. Room 1108

OR

2:00 P.M. – 3:30 P.M. Room 1108

ASSISTED LIVING FACILITY (ALF) PROGRAM UPDATES

It is hard to believe that we are already moving into spring and thinking about the warm weather that will soon be upon us. The Assisted Living Facility Program staff wishes each of you continued success and happiness in the months ahead. We appreciate all of the care, support, and warmth you give the residents living in your homes and facilities and look forward to our continued partnership in working with each of you.

One of the goals of our program has been to be able to provide you with more immediate assistance with the transition of new members moving into your homes/facilities. We started this process, in collaboration with case management, in November 2008 and have had a lot of positive feedback from both providers and case managers. Our primary focus is to provide you with the assistance and training to ensure you have everything you need to meet the member's needs. The nurses are assessing members and reviewing documents to identify areas that need to be addressed prior to placement. We are reviewing the functional assessment, PCP orders and medication delivery plan, TB screen clearance, immunizations, lab values for diabetic members, and other documents that are specific to the member's needs. If you haven't experienced our new process yet, the nurse assigned to your home will call you to confirm the expected time of arrival of the member once the case manager has informed us. If you are aware of an ALTCS member who is planning to move into your home or facility, and you haven't heard from our staff, please contact your assigned nurse to coordinate. Clients who receive ALTCS eligibility while living in your home/facility will be reviewed by the ALF program staff either during a support visit, or sooner if indicated. However, if you have any concerns or need assistance, please contact your ALF nurse and she will schedule a visit. ALTCS Members who have been in a rehabilitative stay will also be reviewed as a new member placement. Please let us know how the process is working for you.



Updates to AHCCCS Provider Registration:

Please remember it is your responsibility to submit copies of your ADHS license as the license is renewed to the AHCCCS Provider Registration Unit. You may fax a copy of the license to 602-256-1474. Please include your AHCCCS Provider ID number so your file will be updated appropriately. If you do not send in your renewal license, AHCCCS will terminate your Provider ID number and you will not appear to be an approved provider in the AHCCCS data base. This can present a problem when you have an ALTCS pending client in your home/facility. Once you send in your renewal license, your file will be updated in the time frame of approximately 3-4 weeks, depending on the amount of mail Provider Registration receives. If you make it a habit to fax the renewal license as soon as you receive it, you won't have a problem. If you have any questions, you may contact the AHCCCS Provider Registration Unit at 1-800-794-6862.

Vacancies in your Assisted Living Home/Facility: We need your help!

Please keep Pima Health System informed of the vacancy status in your facility. If you have admitted private clients, thereby decreasing the number of available placements for ALTCS Members or discharged clients, thereby increasing your vacancy status, please contact Stella Montano at 243-8112. The vacancy report is sent to private clients, ALTCS members, family members and representatives, private and public agencies, and other interested parties. If the vacancy status is incorrect, you may miss the opportunity to have someone contact you regarding interest in your home/facility; or you may receive calls when you have no vacancies, thereby taking time away from the residents you are caring for in your home/facility. We receive many calls each week from contracted providers wanting to fill their vacancies as well as non-contracted providers wanting to contract with PHS for the provision of assisted living services. To maintain our network in the best possible manner, please keep us updated on an on-going basis.

Referrals to your Assisted Living Home/Facility

Pima Health System staff cannot recommend a specific home or facility to anyone. Members and their families/representatives have a choice in choosing an assisted living home/facility within the contracted community. We will discuss geographical requests, as well as specialty needs, and identify homes/facilities in the requested geographical area and those homes/facilities approved at a specialized level of care. Homes with vacancies in the specific areas requested or those approved at a specialized level of care will be identified as possible options, but the full list is provided.



Caregivers & Managers Assisted Living Workshops

Registration is required. Please call to verify dates and times. (243.8369)

(Bring Your Own) Lunch from 12:00 – 1:00



Supervisory Marathon

Thursday April 23, 2009

Registration Required by 4-16-09

9:00 - 5:00

Supervisory Care Skills \$75 Total of 6 CEU hours

Thursday October 8, 2009

Registration Required by 10-1-09

9:00 - 5:00

Supervisory Care Skills \$75 Total of 6 CEU hours

Personal - Directed Care Marathons **50% off for Contracted Providers** **(Please bring exact change)**

Thursday May 21, 2009

Registration Required by 5/14/09

9:00 - 5:00

Personal and Directed Care Skills \$75 Total of 6 CEU hours

Thursday October 22, 2009

Registration Required by 10/15/09

9:00 - 5:00

Personal and Directed Care Skills \$75 Total of 6 CEU hours

Please Note: Class Change

You must attend the whole day to receive the 6 CEU hours.

(Bring Your Own) Lunch from 12:00 – 1:00

The above Workshops are held at: Education & Training Center @ Pima Health System,
3950 S. Country Club, 3rd Floor, Room 3104, Tucson, 85714. Telephone: 520.243.8369

E-mail: chris.calanche@pima.gov Fax: 520.243.8064

Pima Health System is a division of Pima County

***Continuing education classes are approved by the
Arizona State Board of Examiners for ALF Managers.***

***Assisted living courses are approved by
Arizona Department of Health Services.***



Charges for Non-ALTCS Covered Services

In accordance with the Pima Health System Assisted Living Facility Residency Agreement, the ALF may enter into an agreement with a Resident/representative to provide non-covered services, however, the Case Manager must review the agreement to ascertain that the service is not covered by ALTCS. The case manager will need a copy of the written agreement to review and maintain in the member's file.

Diabetic Performance Measures

During the September quarterly meeting we talked about the diabetic performance measures that PHS is tracking for all members with the diagnosis of diabetes. These measures include **annual HbA1c testing, annual lipid profile screening and annual retinal eye exam (dilated eye exam)** by a qualified optometrist or ophthalmologist.

Please be sure to talk with the member's PCP regarding these tests. It is important to document the date the labs and eye exam were completed and who completed the testing. If you receive the lab values following the testing please be sure to give a copy to the member's case manager or the ALF nurse assigned to your home. If you don't receive the lab values but know when the labs were drawn and what lab was used, and where the eye exam was completed, please communicate this information to the ALF nurse or case manager.

Highlighted in this article is the blood test called HbA1c.

◆ Health Care Providers can monitor treatment using a blood test called hemoglobin A1c (HbA1c). When the blood sugar levels are high, changes occur in hemoglobin, the protein that carries oxygen in the blood. These changes are in direct proportion to the blood sugar levels over an extended period. The hemoglobin A1c measurement demonstrates whether the blood sugar levels have been controlled over the previous few weeks. (The Merck Manual of Medical Information, Second Home Edition, 2003.)



CASE MANAGER'S CORNER

Greetings from Case Management! During the past year, we have hired a number of new Case Managers for the ALF program. Each of these Case Managers receives a lot of formal training and mentoring through PHS. We recognize the importance of the hands-on training each of our Case Managers receives through visiting your homes and providing services to your residents. Each of you has a lot to teach us. Through you, we learn what it really takes to care for a person diagnosed with Alzheimer's disease 24/7. Through you, the Case Managers see how difficult it can be to get medications on time or get through to a PCP when one of your residents gets sick. We understand that it's a challenging business and we appreciate all that each of you does to ensure excellent care for our members. Thanks for taking the time to get to know our newest ALF Case Managers.

Here's a reminder if you provide transportation and/or an escort for your residents: When the Case Manager is visiting you during the Onsite Reviews, you project how many times you believe your resident will be going to the doctor and how many hours the visits may take for the next six months. They authorize transportation and escort units based on your estimate. Our claims department will not pay more than what the Case Manager authorizes. So, if you have a resident who needs to see their doctors more frequently or if you provide escorts for appointments that run extra-long, please call your Case Manager. They will add units and your claims will be paid correctly.

DOCUMENT REQUIREMENTS

Required Documents: The ALF program needs your updated documents. These documents include your assisted living license, statement of deficiencies, if any with your plan of correction from the most recent licensure survey, certificate of insurance for liability and Worker's Compensation coverage, and auto liability if you provide transportation. Additionally, we need the Manager's license as soon as it is updated. These documents are all conditions of contract and should be provided routinely as part of your business practice. If the documents were submitted to the Assisted Living Program at the time you receive them, it would facilitate less calls from PHS to you. This would improve the process at the time of contract renewal and you would have less to gather at that time. Please note, all Managers licenses will expire 06/30/09. It is imperative that you renew in a timely manner so you have the documents you need at the time of contract renewal. If we do not have all the required documents, the contract may be delayed which could result in a disruption of services. If you have any questions please contact the ALF program staff.

Expired or Cancelled Insurance Documents / Lapse in Coverage: It is your responsibility to ensure you meet the conditions of the Pima County Agreement. Failure to pay an insurance company in the required time may result in cancellation of the policy. Once cancelled, you will usually have to re-start the process which results in a lapse of coverage. Some companies will not continue to work with you once a policy has been cancelled for lack of payment. This is a serious breach of the Pima County Agreement and will result in action being taken by Pima Health System. This action can range from a hold on ALTCS Member placements, and random unannounced monitoring visits up to and including cancellation of the Pima County Agreement. Worker's Compensation coverage, as applicable, is a statutory requirement as well as required by the Pima County Agreement. Please maintain your business records in a professional manner and don't let your insurance be cancelled. In the instance that something does happen and you are notified that a policy is no longer in effect, you are required to notify the ALF program immediately.

Claim Submissions: The HCFA 1500 is the claim form you must utilize to submit for payment of claims for transportation, escort, respite, and assisted living center services. Once you have completed the claim form, no one can make changes other than the person initiating the form. Stella Montano in the ALF program provides instruction on completion of the forms for transportation, escort, and respite care. Once you have been trained you are responsible for submission of the claim(s) to the Claims Division of Pima Health System at 3950 S. Country Club Rd, Suite 350, Tucson, Arizona 85714. Please mark the envelope attention Brenda Jimenez. Faxed forms are not acceptable. The initial claim must be submitted within 90 days from the date of service to be accepted. Please ensure that you have prior authorization from the case manager for the service and dates of service provided to prevent denials. Once a claim is denied, you have 60 days from the date of denial to resubmit the claim. The claim processor has 30 days from the date of receipt of the claim to process the claim for payment. Please remember, no one can make changes on the claim form once the claim has been submitted.

PHS After Hours Answering Service For After Hours Calls

Beginning October 1, 2008 Pima Health System's (PHS) business hours changed to Monday through Friday 8am to 5pm. Rincon Communications became the Answering Service for PHS. Rincon can be contacted by calling: **530-790-2121**. They provide service for PHS:

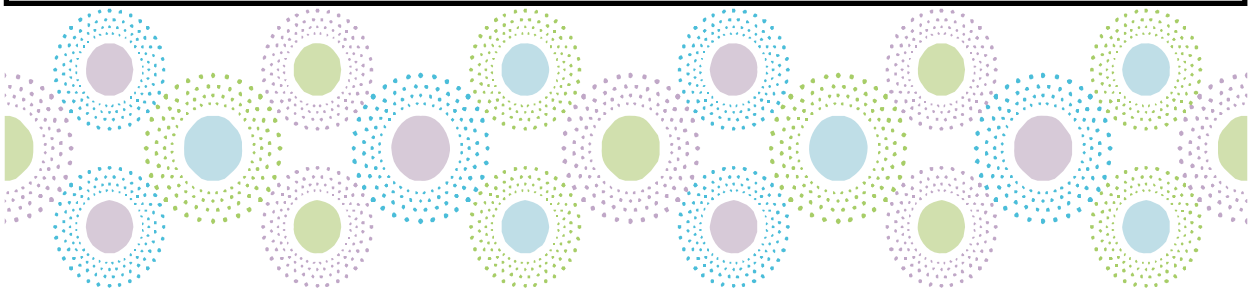
- 5pm to 8am week days.
- 5pm Friday night until 8am Monday morning.
- 24 hours for all holidays.

Two Pima Health System staff members are on-call to assist Rincon as needed; a nurse for the Attendant Care Worker, and an administrative staff member for all other PHS concerns.

Here are some examples of what this means for Providers and Members:

- **After Hours Transportation:**
 1. Providers and/or eligible Members should call the appropriate type of transportation service directly.
 2. The ride is provided and the transportation company should fax the information to PHS Transportation Services to be handled on the next business day.
- **Pharmacy, Prescription or Formulary Questions:**
 1. United Drug provides a 24 hour service.
 2. Pharmacists, physicians or other providers can call **1- 800 – 325-1810** for assistance. This number is only for practitioners and providers.
 3. Remember: If the member has a Medicare Part D plan, pharmacy/prescription questions must be directed to the appropriate Part D plan.
- **Requests for Prior Authorizations:**
 1. The request should be faxed to the PHS Medical Management department at **520 -745-6592**.
 2. The request will be processed on the next business day.

For questions, please contact your Provider Service Representative or call the main Provider Services number at 243-8500.



PIMA HEALTH SYSTEM

Provider Services/Contracts
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Co-payments For Medicare Part D Prescriptions Ending March 1

We have been told by AHCCCS that State funding to pay Medicare Part D Prescription co-payments for our members who are dual eligible for both Medicare and Medicaid will end as of March 1, 2009. This is due to the state budget deficit. A letter was sent by AHCCCS to each of your residents on February 12th letting them know that their pharmacies may require them to pay the co-payment amount before they could receive drugs covered under Part D of Medicare. Medicare Part D co-payments range from \$1.10 to \$6.00 for each prescription. There are some Prescription Drug Plans (PDP) that offer lower co-payments than others. PHS encourages members to know what their co-pays will be and switch to another plan if it will be more cost-effective for them. The 2 Medicare plans that meet the benchmark standard for 2009 are:

Health Net Orange option 1

Current members 1-866-789-8811 or 1-800-929-9955 (TTY/TTD)

Non members 1-800-606-3604 or 1-800-929-9955 (TTY/TTD)

Sierra Rx Basic

Current members 1-866-789-1522, TDD 1-866-789-1530

Non members 1-866-789-0565, TTY 1-866-789-1530

If your residents need more information or have trouble accessing their plans to sign up, they can call their case managers.