

# Provider Press

A Quarterly Newsletter for SummaCare Providers

## SummaCare Simplifies Credentialing

Credentialing can be a major burden for any medical practice. SummaCare is pleased to announce that we have joined more than 350 organizations in replacing paper credentialing applications with the Counsel for Affordable Healthcare (CAQH) online application for initial credentialing and re-credentialing via the CAQH Universal Credentialing DataSource® (UCD).

The UCD allows registered physicians and other health professionals to enter credentialing information free of charge into a single, uniform online system that meets the credentialing needs of most health plans, hospitals and other health care organizations. The provider data-collection service streamlines the initial application and re-credentialing processes, reduces provider administrative burdens and costs, and offers health organizations real-time access to reliable provider information for quality assurance and support services, such as directories and claims processing.

**CAQH's value increases with every provider who credentials through the UCD. SummaCare is suggesting all providers register through the CAQH UCD and complete their credentialing application.**

All data submitted by providers through UCD is maintained by CAQH in a secure, state-of-the-art data center. Providers authorize health plans and other organizations to access the information. Periodic provider updates ensure that the information is current; provider changes are automatically sent to participating health care organizations.

The UCD is supported by the American Medical Association, the American Academy of Family Physicians, the American College of Physicians, America's Health Insurance Plans, the Medical Group Management Association, the National Association of Medical Staff Services and other provider organizations. The UCD is recognized by a number of state legislators and insurance commissioners. The newest version of the UCD application meets all the standards associated with the Utilization Review Accreditation Commission, National Committee for Quality Assurance and Joint Commission on Accreditation of Healthcare Organizations.

Providers can learn more about registering or completing the UCD application by visiting [www.caqh.org/cred/](http://www.caqh.org/cred/).

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**SUMMACARE**  
www.summacare.com



SummaCare Center  
SummaCare Inc  
P.O. Box 3620  
Akron, OH 44309-3620

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

Provider Press is published by Provider Support Services at SummaCare. We welcome your ideas and suggestions for future issues. Please call Provider Support Services at 800-996-8401 or fax 330-996-8490.

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**Sarah Steidl**

Editor, Communications Specialist

Contributing Writers:

**Tim Colligan**

Director, Pharmacy

**Barbara Berger, RN**

Director, Clinical Management

**Janna Kennedy**

Director, Credentialing

## Stop Smoking with Quit Care

SummaCare continues to offer support to fully insured and Medicare members who are ready to stop smoking. Through our partnership with Ohio Tobacco Quit Line, members can receive **free** Nicoderm® CQ® patches by calling 1-800-Quit-Now (784-8669).

For complete information visit [www.summacare.com](http://www.summacare.com) and choose "Quit Care" from the "Members" drop down menu.

*Limitations apply. Verification of coverage is necessary for participation. All interested parties may not be eligible.*

## Commercial Formulary Changes

The 2008 Commercial Formulary will waive the copays of three effective generic HMG-CoA reductase inhibitors - lovastatin, pravastatin, and simvastatin (Tier 1) through June 30, 2008. Please be advised that any applicable deductibles will still apply.

Crestor (rosuvastatin) and Lipitor (atorvastatin) are now covered at a Tier 3 copay level. There are no generic products available with comparable LDL lowering capability; therefore, Lipitor 80 mg tablets will continue to be covered at a Tier 2 copay level.

Please note that the 2008 SummaCare Medicare Part D Formulary continues to provide coverage for Lipitor and Crestor at the Tier 2 level. SummaCare Medicare enrollees will continue to be charged the generic (Tier 1) copay for lovastatin, pravastatin, and simvastatin.

## Featured on the Web

- Prescription for Safety
- Preventive Health Guidelines
- New Technology Updates
- Quality Management Program and Evaluation
- Member Rights & Responsibilities
- Collecting & Providing Information on Provider Safety and Quality
- Disease Management Programs
- Utilization Management Decision Guidelines

If you do not have Internet access and would like to receive a printed copy of any of the materials posted on our site, please call Provider Support Services at 800-996-8401.



Commercial HMO/POS  
Medicare HMO

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

## NPI Deadline Approaching

Beginning May 23, 2008, the National Provider Identifier (NPI) must be used to identify providers on claims submitted via Electronic Data Interchange (EDI). Electronic claims submitted to SummaCare/Apex on or after May 23, 2008, without an NPI to identify the primary providers, will be rejected. We have collected NPIs from more than 90 percent of our contracted providers. Thank you for providing this vital information.

Please visit [www.summacare.com](http://www.summacare.com) regularly for updated and helpful information regarding our current and future NPI claims processing and edits.

## HEDIS Measures

The following HEDIS measures will allow us to track our member outcomes regarding the treatment of members with diabetes, cardiovascular disease and depression:

- Controlling High Blood Pressure
- Persistent Beta Blocker Treatment After a Heart Attack
- Follow Up after Hospitalization for Mental Illness
- Antidepressant Medication Management
- Cholesterol Management for Cardiovascular Conditions
- Comprehensive Diabetes Care – HbA1c testing
- Comprehensive Diabetes Care – Poor HbA1c Control
- Comprehensive Diabetes Care – Lipid Profile
- Comprehensive Diabetes Care – Lipid <100
- Comprehensive Diabetes Care – Monitor Diabetic Nephropathy
- Comprehensive Diabetes Care – BP <130/80
- Comprehensive Diabetes Care – BP <140/90

# Treating “The Trio” - Cardiovascular Disease, Diabetes and Depression

While diabetes is a well-known risk factor for the development of heart disease, depression in combination with chronic medical conditions leads to increased morbidity and mortality. (Benton et al, 2007) The National Center for Chronic Disease Prevention and Health Promotion estimates that after heart disease, depression will be the second most prevalent cause of adult disability by 2020. (Chapman & Perry, 2008) This prediction is partly influenced by the demographics of the aging population, but some newer studies suggest that the relationship between chronic cardiac disease and depression may also be bidirectional. (Bekelman et al, 2007, Gromova et al, 2007, Herbst et al, 2007)

SummaCare’s predictive modeling software identifies which diagnoses in combination with depression have the highest number of unplanned hospital and ED visits. Members with diabetes and cardiovascular disease have high utilization, but a subset with depression have much higher risk of future hospitalization and overall health care utilization. Each condition requires significant education, close medical monitoring and frequent navigation and coordination of health care services.

**SummaCare offers members with this “trio” of conditions:**

- the expertise of SummaCare pharmacists and nurses to help them understand how to manage their conditions and the importance of getting needed care.
- education tailored to their learning needs.
- a SummaCare nurse to work telephonically to assist members in obtaining access to recommended check-ups, lab tests or medications. This may include help finding classes such as diabetes education, teaching about antidepressant, cardiac or diabetes medications, or making sure the member knows that his or her insurance covers some or all expenses for supplies such as glucose meters to help monitor their condition.
- access to all of the features of SummaCare’s WebMD site found at [www.summacare.com](http://www.summacare.com) (if on a fully insured plan or some self funded plans).

Additionally, SummaCare invites seniors with this “trio” to take a free 6-week series of Healthy-U classes, which teaches healthy habits tailored for those living with chronic conditions. SummaCare monitors specific HEDIS measures to help determine the effectiveness of these efforts.

**SummaCare offers Providers:**

- 24/7 web access to clinical practice guidelines for each condition.

- in-office chart reviews with recommendations for managing patients with coronary artery disease.
- monitoring of claims for members on three or more oral hypoglycemic medications, with decision-support recommendations from our Pharmacists concerning the benefits of transitioning to insulin.
- a future 2008 pilot program offering a Certified Diabetic Educator to give Providers’ office staff education on coaching patients with diabetes.
- a tool for depression screening online.

**SummaCare asks physicians to screen patients with cardiovascular disease and diabetes for depression.**

We use claims to identify and intervene for members newly diagnosed with depression, but we are able to start sooner if the physician notifies us at the time of screening. **If your patient screens positive**, a quick notification to SummaCare Provider Services will result in the member being immediately enrolled in case management and contacted by a nurse to help reinforce the physician’s plan of care with the member.

*Article and full references can be viewed at [www.summacare.com](http://www.summacare.com). Select “Provider Newsletter” from the “Provider” drop down menu.*

## Tips: Health & Wellness

**Diabetes** Small steps can make a difference when it comes to preventing diabetes. Increasing physical activity to 30 minutes a day, five days a week and losing a modest amount of weight can prevent or delay the onset of type 2 diabetes. Source: ADA (Small Steps Big Rewards)

**Exercise and Depression** Depression is a common problem today, but it’s treatable with medication, therapy and other self-help options. Exercise should be considered part of a patient’s treatment for depression; study after study has shown that exercise is a helpful treatment. Exercise has been shown to:

- Increase a sense of mastery
- Promote better sleep patterns, often a problem with depression
- Provide a distraction from worries
- Alleviate built-up stress and frustration
- Improve health
- Increase self-esteem



Source: About.com

The Physician's  
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## New! Online Health & Wellness Services

We're pleased to announce that we've partnered with WebMD to offer another valuable health information tool through [www.summacare.com](http://www.summacare.com). Now your fully insured patients can receive personalized health and wellness information on the new Health & Wellness Services section of our Web site.

Included in the robust database of information is a Health Risk Appraisal (HRA) tool developed by WebMD, called the HealthTracker Survey. Completion of the online survey generates an electronic personal health record that can be saved, printed or faxed. The member can also provide their health care provider access to the health record.

survey results and selected interests, members will have access to online health coaching, the Symptom Checker and unlimited health news and education on their customized home page.

In addition to multiple tools and trackers to enhance health and wellness, users can create healthy weekly menus and print out a shopping list to take to the store. Find this and other new features at [www.summacare.com](http://www.summacare.com).

Powered by  
**WebMD**<sup>®</sup>



After completing the HRA, patients will receive immediate feedback on potential health risks and behaviors they can change to reduce those risks. Based on

