



Provider News



Volume 7 • Issue 3 • Fall 2011

Dear Amida Care Providers,

This special issue of our Provider Newsletter is dedicated largely to important changes in New York State's Medicaid program. As you are likely aware, effective October 1st, Amida Care began to coordinate the pharmacy benefit for our members. Additionally, since last August, Amida Care members have been securing their personal care services (or home attendants) through their managed care benefit as well.



Change can be difficult to understand – especially when it's related to health care – and even more challenging to navigate given the scope of Medicaid redesign occurring in New York State. So in October, Amida Care held a Town Hall Meeting for the Provider Community to discuss the recent changes in Medicaid. This was also a time where providers could pose questions to our Senior Leadership Team in order to better understand how these changes may affect them.

Amida Care has worked hard to make sure that the State's Medicaid program changes did not negatively impact the people we both care about most – your patients/our members! We hope that the actions we took made for a smooth transition.

Our pharmacy vendor, Express Scripts, provides excellent service and has a huge network of pharmacies to choose among – from big chains to smaller neighborhood stores.

Our commitment to you – our providers – is strong. Amida Care is your partner in making sure that health care works for your patients – our members!

Please look over this newsletter and let us know if you have any questions by calling 1-800-556-0674. For your convenience we've included a listing of our Provider Service Representatives for each borough in this edition (see listing on back cover). Please don't hesitate to reach out to them directly. They are more than happy to assist. We look forward to continuing to partner with you and navigate these changes together.

Yours in health,
Doug Wirth
President & CEO

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Amida Care Now Provides Pharmacy Benefit

Beginning October 1, 2011 pharmacy benefits are accessed through Amida Care and not through the Medicaid Program. This is exciting news for many reasons but the most important is that for the first time we can coordinate all care associated with our members. This allows us to treat the whole person and achieve even better health outcomes.

We issued a new ID card that combines both medical and pharmacy benefits. Members should have received their new Amida Care ID card in the mail. Use of the new ID card should have started October 1, 2011 to fill prescriptions.

Amida Care will be working in partnership with **Express Scripts** to provide the pharmacy benefit. We selected Express Scripts because of their large pharmacy network. We wanted to make sure that all of the pharmacies our members use today are in the network. Starting October 1, 2011 members were required to utilize a pharmacy in the Express Scripts network. You or your office staff can assist members in checking if a pharmacy is in our network, by visiting our website, www.Amidacareny.org and clicking on our Pharmacy Network Search or calling us at **1-800-556-0689**.

... and the excitement continues...

Amida Care's formulary includes all of the medications that are covered by Medicaid – and more. We added nutritional supplements that are medically necessary, such as Ensure and other supplemental food products to our list. For your patient to obtain the nutritional supplements, you will need to provide your patient with a prescription and you will need to call Express Scripts to get prior approval at 1-800-417-8164.

... but there is more!

If your patient has any questions concerning copayments please make sure that they contact our Member Services Department at 1-800-556-0689. As an Amida Care member, they will no longer have a copayment for any generic or preferred brand drug, over the counter drugs or medical supplies. They will, however, still be asked to pay the current \$3.00 copayment for non-preferred drugs. The pharmacy cannot deny your patient medications because of the inability to pay the \$3.00.

If you have any questions about your pharmacy benefit, please call Provider Services at 800-556-0674.



Our New Dermal Filler Program

Amida Care is proud to announce its dermal filler program to treat facial lipoatrophy or facial “wasting.” Amida Care is aware of the emotional/psychological impact that facial lipoatrophy can cause. Currently, the FDA approves two dermal fillers, Radiesse and Sculptra, for the treatment of HIV associated facial lipoatrophy. The dermal filler requires pre-authorization and is based on medical necessity. Members must be evaluated by a psychiatrist and/or psychotherapist who determine that the facial lipoatrophy has caused an emotional or psychiatric condition in the patient. Sculptra or Radiesse must be given by a medical provider certified in administering the dermal filler.

For more information regarding the dermal filler program please call our Health Services Department at 646-786-1800.

Prior Authorization for Medications

Amida Care is committed to making it easy for you to obtain Prior Authorizations for medications that are not on the Amida Care formulary. We are in the process of developing strategies in order to make the process more user-friendly and less complicated.

Amida Care understands the concerns that our providers have communicated and have been working with our pharmacy benefit manager, Express Scripts, in order to provide more options for obtaining a Prior Authorization.

Currently a provider has two options for Prior Authorization attainment:

1. Contact Express Scripts for the Prior Authorization after the patient has dropped the prescription off at the pharmacy.
2. Contact Express Scripts for the Prior Authorization before the patient has dropped the prescription off at the pharmacy.

Both scenarios involve calling **800.417.8164** or faxing **800.357.9577** and having the necessary, member specific information available so that the request can be processed. The Express Scripts website has a listing of medications that require prior authorization as well as a general form for

medications that are not listed. Please refer to the Express Scripts website at www.express-scripts.com/services/physicians/pa/#P for access to this form. You can refer to the Amida Care formulary for a listing of all preferred and non preferred drugs. For medications that require additional adherence to clinical criteria as well as obtaining a prior authorization, please refer to our website, www.amidacareny.org/providers-authorization-criteria-clinical-guidelines.htm. A provider can also call Express Scripts directly, aware of what the questions are, based on the criteria listed on the website for Prior Authorization for each individual drug. For medications that are not listed, a provider can always call Express Scripts (800.417.8164), 24 hours/day in order to obtain a Prior Authorization.

Please be aware that providers must be prepared to answer all questions associated with obtaining prior approval for each individual drug being requested. Necessary information to ensure timely processing of your authorization includes information such as the member’s name, date of birth, drug requested and quantity requested. Amida Care understands the concerns that our providers have communicated and continue to work with our pharmacy benefit manager, Express Scripts, to ensure the authorization process is manageable for our provider community.

Amida Care's

Hormone Replacement Therapy Program

Amida Care is pleased to re-announce our Hormone Replacement Therapy program. In an effort to reduce illicit hormone use in the transgender community, Amida Care covers either injectable or oral estrogen treatment for male to female members of transgender experience. Amida Care feels this service is of the utmost importance for these members, who will often go to extreme lengths to obtain hormone therapy.

With the inclusion of the pharmacy benefit beginning October 1, 2011, Amida Care began to provide estrogen drug treatment to our transgender females for a period of six months with **prior authorization**. During this time, it is expected that the member begin or continue to work towards a permanent change of their gender marker with the Medicaid office. Prior authorization may be obtained by calling our Pharmacy Department at **646-786-1800**.



Homage to Nora

After six months, members can continue receiving hormones, provided they send in a brief update form explaining the progress made towards a change in gender marker. This form can be completed by the member, PCP, or case manager and faxed directly to our Care Coordination department.

For more information on this innovative program, please contact our Pharmacy Department at 646-786-1800.



Q&A

with Amida Care

Q Does Amida Care accept electronic claims submissions? If so, what is the payor id for the Plan?

A Amida Care does accept electronic claims submissions. **Electronic submitters can use Amida Care submitter ID number 24818.**

Q How does my site get reimbursed for metro card reimbursement?

A Provider's can submit an invoice by (1) utilizing PTAR or (2) submitting a monthly invoice of all metro card distributions for Amida Care members for the month. All manual invoices should be mailed to:

Amida Care

Attention: Provider Services/
Metro Card Invoice

248 W. 35th Street, 7th Fl

New York, NY 10001

Q If I would like to submit a paper claim, what address would I forward it to?

A All paper claims should be addressed to:
**Amida Care Claims and sent to
PO Box 6022, Hauppauge, NY 11788.**

Q Does Amida Care accept CAQH applications in lieu of the designated Amida Care Provider Credentialing application available online?

A Yes, providers have two options available to them when submitting a credentialing application. A provider can utilize the Amida Care Provider Credentialing Application which can be downloaded from the Provider Services section of our website. Provider's can also download their updated CAQH application and all corresponding attachments and submit to the Plan to initiate the credentialing process.

If you have any questions or need our assistance any time, please call us at 1-800-556-0674 or email us at provider-services@amidacareny.org.

Please utilize the checklist provided on our website which outlines all required documentation that must accompany any credentialing application submitted to Amida Care.

Amida Care Now Offered In Staten Island!

Amida Care continues to work hard to provide quality care to PLWHA's in the downstate New York area. In an effort to expand quality care for all, in the month of August the New York State Department of Health approved Amida Care with a license to serve members in the borough of Staten Island/Richmond County. Currently Amida Care is the only HIV SNP licensed to service this borough. The Plan offers a network of providers that promotes availability and choice. We are excited about being able to continue bringing excellent HIV care to the people of Staten Island and look forward to partnering with the provider community to promote healthiness and well being.

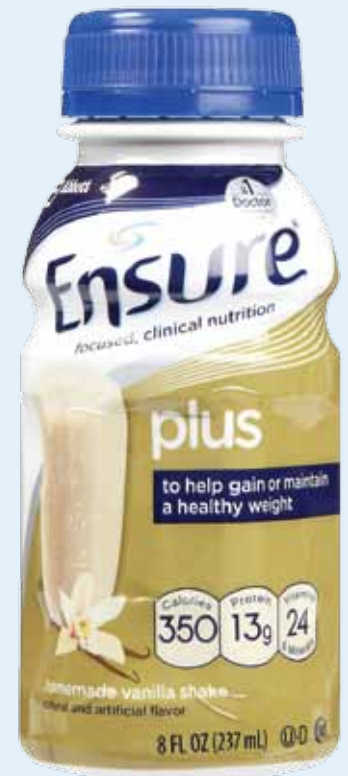
Hysterectomy Claim Submissions

Amida Care has updated its requirements for hysterectomy procedures. To help ensure your claims are paid timely, please follow the following requirements. Amida Care requires the completion of the Acknowledgement of Hysterectomy Information form (form LDSS 3113) for claims payment for all hysterectomy procedures. Form LDSS 3113, Part 1, must be completed and forwarded to the Plan when requesting authorization for an elective hysterectomy. Emergency procedures that occur because of a life threatening emergency, where prior acknowledgement by the patient was not possible, must have Part 2 of Form LDSS 3113 completed. Any requests for hysterectomy or claims submitted without a completed LDSS 3113 form will be denied payment. To help ensure your claims are paid timely, please follow requirements.

Enteral Formula and Nutritional Supplement Therapy Program

Amida Care has developed an enteral nutritional therapy program to benefit its members who meet specific medical criteria. Amida Care understands the importance of proper nutrition and the struggles of some of our members to receive minimal caloric needs and a well balanced diet. The enteral formula and nutritional supplements program must be an integral component of a documented medical treatment plan and ordered by the member's primary care provider. A prior authorization is needed to receive enteral nutritional therapy.

Medical Necessity must be substantiated by documented physical findings or laboratory data. Amida Care can not approve enteral nutritional therapy for supplementation of daily protein-caloric intake in the absence of a documented medical necessity. Amida Care encourages the use of registered dieticians and other specialty providers to help guide treatment decisions including selecting the most appropriate supplement. Providers should call Express Scripts prior authorization line at 1-800-417-8164 to request an enteral or nutritional product.



Role of Quality

Managed care is an approach designed to deliver and finance health care that is aimed at both improving the quality of care and lowering costs. The fundamental idea is to improve access to care and coordination of services by assuring that enrollees have a "medical home" with a primary care provider, and to rely more heavily on preventive and primary care.

Special Needs Plans (SNPs) like Amida Care have become an increasingly important factor in Medicaid managed care. They are recognized as safety-nets by the hospital or clinic systems that have traditionally served this population and as partners by community based organizations.

Important tools have evolved to measure quality in Medicaid managed care. The Health Plan Employer Data and Information Set (HEDIS) Quality Assurance Reporting Requirements (QARR) is a national set of quality, access, and effectiveness-of-care measures for managed care that has been adapted by NYS to include measures applicable to the HIV population. The

Consumer Assessment of Health Plans Survey (CAHPS) is a survey to capture consumers' experience and satisfaction with the Plan. In addition, NYSDOH AIDS Institute does monitoring of specific quality measures through SNPQUAL. These tools serve as report cards that are available to the public.



2011

For more on quality visit:
www.health.state.ny.us/health_care/managed_care/reports/eqarr/2010/
www.ncqa.org
www.hivguidelines.org

Personal Care Home Attendant

The HIV SNP benefit package now provides the Personal Care/Home Attendant Benefit. Amida Care has several participating Personal Care Assistant (PCA) providers in our network. A listing of participating Personal Care providers can be found in our Provider Directory, on the Amida Care website (www.amidacareny.org) or by calling Provider Services at 1-800-556-0674.

Please note the steps to have Personal Care/Home Attendant Services approved:

- ✓ Can be initiated by individuals such as a member, PCP or Case Manager. It is the responsibility of the PCP to complete an M11Q and submit to the Plan in order for a determination to be made on whether member is eligible for this benefit; and
- ✓ Must be medically necessary.

Please note that if the member has had a visit with their PCP within the last sixty (60) days from the time a request to initiate services has been submitted, documentation from this visit can be utilized to complete an M11Q. A new visit is not necessary to complete the M11Q.

It's important to understand that there are two different types of home care services available in the new benefit package.

1 Personal Care Services, also known as the Home Attendant program. This type

of home care provides unskilled, custodial care in the home. It is for people with physical or mental impairments that interfere with their ability to independently perform activities of daily living, such as walking or bathing. Home attendant services may be provided for an extended period of time if the member meets certain qualifications.

Amida Care began paying for these services on August 1, 2011. In addition, if a higher level of care is ever needed Amida Care also covers skilled home care as well.

2 Skilled Home Care Services from a Certified Home Health Agency (CHHA), provides Home Health Aide and/skilled care from a nurse or therapist. This kind of home care is generally provided for a short or limited amount of time while someone is recovering from an illness or injury. Amida Care has always covered this service for eligible members.

If you would like to initiate a request for Personal Care / Home Attendant Services please contact our Utilization Department at

1-888-364-6061. When you initiate your request, please make sure to indicate that you are calling specifically about Personal Care / Home Attendant Services, so that you can be routed to the proper Coordinator.

Sources: New York State Department of Health, www.nyc.gov/html/hra/html/directory/personal_care.shtml, wnylc.com/health/entry/7/



**A New Benefit
from Amida Care**

Recommended Immunizations for HIV Positive Adults



Recommended for All HIV Positive Adults

Immunization Name	Associated Disease	Dosage	Comments and Warnings
Hepatitis B virus (HBV)	Hepatitis B	3 shots over a 6-month period	Recommended unless there is evidence of immunity or active hepatitis. Blood test to check for HBV antibody levels should be done after completion of immunization series. Additional shot may be necessary if antibody levels are too low.
Influenza	Flu	1 shot	Must be given every year. Only injectable flu vaccine should be given to those who are HIV positive. The nasal spray vaccine (FluMist/LAIV) should not be used in this population.
Polysaccharide pneumococcal	Pneumonia	1 or 2 shots	Should be given soon after HIV diagnosis, unless vaccinated within the previous 5 years. If CD4 count is < 200 cells/mm ³ when the vaccine is given, immunization should be repeated when CD4 count is > 200 cells/mm ³ . Repeat one time after 5 years.
Tetanus and Diphtheria Toxoid (Td)	<ul style="list-style-type: none"> • Lockjaw • Diphtheria 	1 shot	Repeat every 10 years.
Tetanus, Diphtheria, and Pertussis (Tdap)	<ul style="list-style-type: none"> • Lockjaw • Diphtheria • Whooping Cough 		Recommended for adults 64 years of age or younger and should be given in place of next Td booster. Can be given as soon as 2 years after last Td for persons in close contact with babies under 12 months and health care workers.

Recommended for Some HIV Positive Adults

Immunization Name	Associated Disease	Dosage	Comments and Warnings
Hepatitis A virus (HAV)	Hepatitis A	2 shots over a 1 or 1.5 year period	Recommended for health care workers, men who have sex with men, injection drug users, people with chronic liver disease (including chronic hepatitis B or C), hemophiliacs, and people traveling to certain parts of the world.
Hepatitis A/ Hepatitis B combined vaccine (Twinrix)	<ul style="list-style-type: none"> • Hepatitis A • Hepatitis B 	3 shots over a 6 month period or 4 shots over a 1- year period	Can be used in those who require both HAV and HBV immunization.
Haemophilus influenzae type B	Bacterial meningitis	1 shot	HIV positive adults and their health care providers should discuss whether Haemophilus influenzae immunization is needed.
Human papillomavirus (HPV)	Human papillomavirus	3 shots over 6 months	Recommended for females ages 9-26. Not recommended to be given during pregnancy.
Measles, Mumps, and Rubella (MMR)	<ul style="list-style-type: none"> • Measles • Mumps • German Measles 	1 or 2 shots	People born before 1957 do not need to receive this vaccine. HIV positive adults with CD4 counts < 200 cells/mm ³ , a history of AIDS-defining illness, or clinical symptoms of HIV should not get the MMR vaccine. Each component can be given separately if needed to achieve adequate antibody levels.
Meningococcal	Bacterial meningitis	1 or 2 shots	Recommended for college students, military recruits, people who do not have a spleen, and people traveling to certain parts of the world. Repeat after 5 years if still at risk for infection.

Not Recommended for HIV Positive Adults

Immunization Name	Associated Disease	Comments and Warnings
Anthrax	Anthrax	The currently available smallpox vaccine is a live viral vaccine. Some live vaccines are not recommended for people with HIV. Although the currently licensed anthrax vaccine is not a live vaccine, the Advisory Committee on Immunization Practices does not recommend routine anthrax vaccination.
Smallpox	Smallpox	
Zoster*	Shingles	
* Immunization for adults 60 years of age and older		

source: www.aidsinfo.nih.gov/ContentFiles/Recommended_Immunizations_FS_en.pdf



Amida Care's new medical and pharmacy ID card

The new Amida Care ID Card was mailed to our members September 23. Please familiarize yourself with the new look of our card. It now incorporates our prescription benefit information.

REMINDER on Sterilization Claims Submissions

Amida Care requires providers to complete Form LDSS 3134, Sterilization Consent Form and submit the form with their claim. Any claims received for sterilization procedures without the completed form on file will be denied.

Meet Your Reps!

You can reach your Provider Services Representative at 646-786-1800.

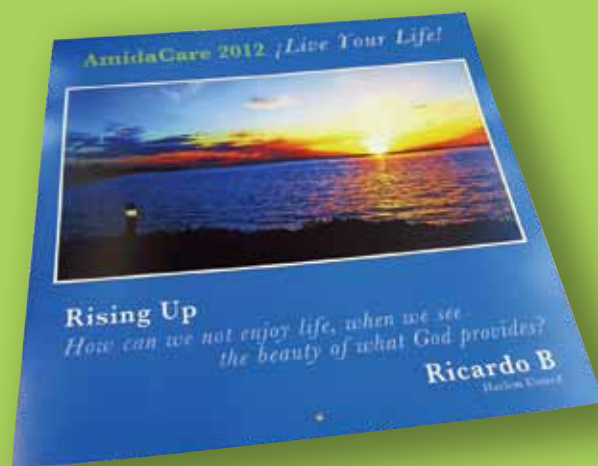
Provider Service Representatives

Manhattan: Tiffany Antoine
Bronx: Katherine Gil
Brooklyn: Sa'id Abdur-Rahman
Staten Island: Gladys Nwosu-Bleman

Provider Service Field Representatives

Manhattan: Andrew Newman
Bronx: Amanda Haider
Brooklyn: Patricia Gilbert-Stafford
Staten Island: Yvon Magny
(Provider Services Field Supervisor)

Please call us at 646-786-1800 if you have any concerns or to schedule an onsite visit.



Our 2012 Art Calendar
is here!

Contact your
Provider Service
Representative
for your copies.