

In this issue

Amida Care:
Your SNP of Choice ----- 1

Fraud and Abuse ----- 2

Amida Care
Participates with PTAR ---- 2

Live Your Life Member
Bi-Monthly Events ----- 3

Changes to Ambulette,
Taxi and Livery
Transportation Procedure
Codes ----- 3

HIV Verification
of New Amida Care
Members ----- 4

Access & Availability
Standards ----- 5

After Hours Live
Voice Coverage ----- 5

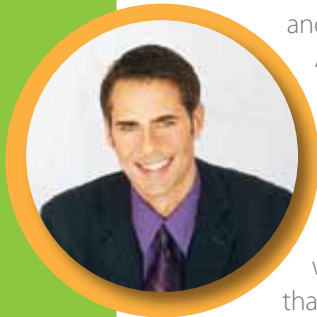
New Network Additions
Lab Corp of America ----- 6

AMIDA CARE: *YOUR SNP OF CHOICE*

Since the inception of Amida Care, our commitment to providing quality and comprehensive healthcare services to our membership has been our core objective. The driving force behind this dedication is our belief that every one of our members is an individual who not only entrusts Amida Care with the coordination of their medical and social needs, but also depends on our plan to help improve and maintain their well being.

To achieve these expectations, we have taken several steps, as a health plan, to enhance the lives of our members while ensuring that the provider community has the proper resources needed to deliver healthcare excellence. One approach we have taken to enhance the lives of our members is organizing a series of theme based monthly "Live Your Life Events" whereby members are invited to come and socialize with their peers and Amida Care staff in a relaxed and nurturing environment. In further support of this commitment, we have also incorporated a Healthy Members Reward Program to encourage members to follow thru with their initial and recurring HIV primary care visits.

We have a strong Care Coordination Team that works closely in partnership with our HIV Primary Care physicians and Clinical Case Managers to help facilitate access to care for our members and conduct follow up to ensure that those members who "fall out of care" return to utilizing all the services available in the comprehensive benefit package Amida Care offers. Amida Care depends very much on you, our healthcare partners, to provide quality and cost effective healthcare services to our members by practicing superior Chronic Disease Management. Our Quality Assurance Department has been working diligently with our network of providers to maintain this level of performance, which is reflected in our QARR performance results. We have a strong Provider Services Team whose mission is to build a solid provider network that ensures accessibility to a variety of primary care physicians, specialists, ancillary providers and facilities. Our Provider Service Representatives are available to conduct provider orientations and follow up education as well as handle day to day provider inquiries. It is the personal hands on approach and our continued striving for excellence that we hope allows you to make Amida Care your HIV SNP of choice.



As Amida Care continues to grow, our goal is to continue to deliver quality healthcare to our members by partnering with our provider community. It is the essence of this partnering relationship that will translate into satisfied, healthy members. Visit our new website at www.AmidaCareNY.org for more information and new programs. We thank you for your continued support and value the high quality medical care that you deliver to our members .



Fraud and Abuse

Understanding the Providers Obligations

Healthcare providers must understand what Health Care Fraud and Abuse is and have systems in place to act on suspicious activities. Amida Care's Compliance Office can assist providers with training and tools to meet state, federal and contractual obligations.

It's estimated that fraud accounts for more than 10% of healthcare spending so in light of health care reform in general, and Medicaid restructuring in specific, all providers should expect increased scrutiny as dollars available for care become more precious.

Amida Care will review and act upon any allegation of fraud or abuse, institute corrective actions if needed and report findings to agencies as required by law or contract. Whether we are dealing with an intentional act of deception or a less than professional standard of care, Amida Care and our provider partners have a mutual obligation to our members/patients and to the taxpayers who fund Medicaid.

Whether incorrect coding, double billing, disconnect between diagnosis and treatment offered, we all have a responsibility to be good stewards of public resources. Certainly mistakes can happen and do not rise to the level of fraud or abuse. Having good, efficient systems in place to investigate errors, establish best practices to eliminate the majority which are due to error and then to act more vigorously on the few which are intentional or unprofessional is an obligation of Amida Care staff and our provider partners. Please contact our Provider Relations Director with any questions or to arrange for staff training to limit your exposure.

Amida Care Participates with PTAR

We are excited to announce that as part of our continued effort to enhance our partnership Amida Care is now participating in the Public Transportation Automated System or PTAR.

The plan will reimburse providers for metro cards given to eligible members. In addition, we want to remind our providers to make use of the Amida Care Metro Card Invoice Log, if they are not participating with PTAR.

All PTAR reports and/or the Invoice Logs are to be submitted on a monthly basis. No partial month submission will be accepted, but providers have up to ninety (90) days from the month due to make a request for reimbursement. For further questions, please do not hesitate to contact Provider Services at 1-800-556-0674.





Amida Care highly appreciates and values its membership. It has been the plan's commitment to cater to not just our member's clinical needs but their social needs as well.

We know that life is about more than medical appointments and taking medications on time. The "Live Your Life Member Bi-Monthly Events" were instituted as a program to address wellness and to celebrate the lives of our members.

Last February, the Amida Care Member Advisory Committee met to select topics for this year's bi-monthly events.

These events fundamentally have a holistic approach whereby members meet with guest experts to get information about services such as nutrition, meditation, dancing, acupuncture, and aromatherapy. In addition, a meal is served and round trip metro cards are provided.

As our membership increases, we will continue to organize member friendly events. If you would like to speak with Amida Care about partnering with our Member Services department to host an event please reach out to our Member Services Director **Renee Martinez** via email rmartinez@amidacareny.org.

Changes to Ambulette, Taxi and Livery Transportation Procedure Codes



Please be advised that effective April 27, 2011 New York State Medicaid will implement changes in HCPCS Transportation Procedure Codes. All transportation claims billed to Amida Care will require adherence to the new codes and modifiers being implemented by New York State Medicaid in order to be processed:

- Claims with date of service on or after April 27, 2011 that list the old transportation procedure codes beginning with the prefix "NY" will be denied.
- Claims submitted on or after April 27, 2011 for dates of service up to and including April 26, 2011 should continue to use the prior authorized "NY" codes.
- Transportation providers should be making any changes necessary to billing systems, in order to submit claims correctly for dates of service on or after April 27, 2011.
- For dates of service between March 27 and April 27, 2011; the "NY" codes will continue to be issued.

To obtain a listing of the new codes and modifiers you can reference the January 2011 Volume 27, Number 1 Medicaid Update

If you have additional questions regarding the implementation of these new changes, please contact **Provider Services at 1-800-556-0674.**

HIV Verification of New Amida Care Members

One of the regulatory requirements, set forth by the New York State Department of Health (NYSDOH), for members enrolling in a Special Needs Plan (SNP) is for the Plan to verify the members' HIV diagnosis. Amida Care has 90 days from the members' date of enrollment to verify HIV status with objective lab data. If HIV verification cannot be obtained during the first 90 days of enrollment, the member must be disenrolled from the Plan. Thus, it is critical for the Plan to work with all provider sites to secure this crucial documentation.

As outlined by the NYSDOH AIDS Institute, any one of the following lab test results is acceptable proof of HIV verification:

- **Positive HIV antibody screen or**
- **Detectable Viral Load (HIV-1 RNA or DNA by PCR viral load) or**
- **CD4 Level < 200**

The lab results that confirm HIV diagnosis can be from any date of service. If your patient does not meet any of the above criteria, you may complete an HIV attestation form that will provide verification of an HIV diagnosis or perform an HIV antibody test and forward the results to Amida Care.

If you have any questions or suggestions on how to meet this requirement please contact **Nick Cannone** at ncannone@amidacareny.org.

Amida Care has 90 days from the members' date of enrollment to verify HIV status with objective lab data.

Access & Availability Standards

In order to ensure the delivery of cost effective quality services to all members, Amida Care maintains rigorous provider access, provider availability, visit scheduling, and waiting time standards that comply with New York State regulations. Amida Care and the New York State Department of Health actively monitor adherence to these standards. All participating providers are expected to care for their Amida Care members within these access guidelines:

| VISIT TYPE | STANDARD | IN-OFFICE WAIT TIMES |
|--|---|--|
| Urgent Medical or Behavior problems | Within 24 hours | Less than 1-hour from scheduled appointment time |
| Non-Urgent Symptomatic "sick" Visits | Within 48-72 hours, as clinical indicated | Less than 1-hour from scheduled appointment time |
| Routine, Non-Urgent or Preventive Care | Within 4 weeks | Within 2-hours of presentation to the office |
| Pediatric Routine Visit | Within 4 weeks | Within 2-hours of presentation to the office |
| Non-Urgent Mental Health or Substance Abuse Visits | Within 2 weeks | Less than one hour from scheduled appointment time |

After Hours Live Voice Coverage

1. Amida Care members must be able to call the Primary Care Provider (PCP) and get a "live voice" answer to their calls. An alternate choice is to have a phone answering service that can take the triage calls for the PCP when the office is unavailable or closed. A few items below are deemed unacceptable:

- Voicemail
- Answering Machine
- Busy Signal
- No Response

2. Amida Care PCP can be paged and must return call to the member immediately or within a timeframe not to exceed 30 minutes. If you are interested in an affordable after-hours phone answering service. Please contact Provider Services at 800-556-0674.

Amida Care recognizes the importance of following the Access and Availability Standards. If providers do not meet the requirements, the results of these studies will be used to identify areas in need of improvement and will be the basis for future interventions. For questions regarding the information provided, please contact **Provider Services at 800-556-0674.**

Provider Services

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New Network Additions

Lab Corp of America

In our continuous efforts to provide additional ancillary options to our network of providers and facilitate access to lab services for our eligible members, Amida Care has executed an Agreement with Laboratory Corporation of America (Lab Corp) effective January 01, 2011.

Lab Corp provides courier services to PCP offices within our network for specimen pick up and will also deliver results if requested. They have an extensive network of patient service centers (PSCs) located throughout Brooklyn, the Bronx and Manhattan where members can go for direct specimen collection. To locate a PSC near you, please contact Provider Services at 1-800-556-0674.

Amida Care network providers without a relationship with Lab Corp who would like to set up an account can call LabCorp's provider hotline at 888-295-5915. Or, you can send an e-mail to NewAccounts@labcorp.com. The LabCorp representative can also arrange a collection schedule for your office, if desired.

