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 Live your **Life**

1-800-556-0674

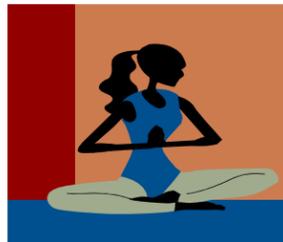
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VIDACARE LIVE YOUR LIFE EVENTS

RUPERTO JOHNSON, MEMBER SERVICES

VidaCare's *Live Your Life* events have been a huge success. Feedback from members who have attended one or more events has been very positive. Following is a list of events scheduled for 2007. Please let your patients know about the events and encourage them to attend one. Dinner is served, and metro cards are provided.



Date	Topic
February 21, 2007	Your Body & Energy: Knowing Your CORE
March 13, 2007	Meditation: Mindfulness Strategies to Improve Health
April 18, 2007	Therapeutic Touch & Massage
May 16, 2007	Acupuncture
June 20, 2007	Your Body: Chakras and Auras
July 18, 2007	Your Living Essential Oils

For more information on LIVE YOUR LIFE events, call VidaCare Member Services at 1-800-556-0689.

PROVIDER REPORTING

NYCDOHMH disease surveillance is a cornerstone of overall health of all NYC residents. To that end, it is essential that all providers promptly report all communicable diseases and conditions as required by law on the NYCDOHMH **Universal Reporting Form (URF)**. For any questions or to report cases immediately, call the DOH Provider Access Line at 1-866-NYC-DOH1 or, after hours, the Poison Control Center at 1-800-222-1222. You can download the URF at <http://www.nyc.gov/html/doh/downloads/pdf/hcp/urf-0803.pdf>.

VidaCare

PROVIDER NEWS

Volume 3, Issue 1
 Winter/Spring 2007



Live your **Life**

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For more information contact:

**Provider Services
 1-800-556-0674**

NEW INITIATIVES FOR 2007

DOUG WIRTH, CEO

VidaCare's mission - in addition to providing our members with access to the finest health care and support services - is to bring individuals into care who don't have a medical home. To ensure that these new members get engaged with their provider, *VidaCare will unveil a number of new health promotion/maintenance-in-care initiatives in 2007.*

We've found that some people living with HIV/AIDS don't access primary care, except to ensure continuation of benefits. With these individuals, it is crucial to engage them in primary care as quickly as possible, and VidaCare's *Healthy Starts* initiative is designed to accomplish just that. Individuals can qualify for a \$10 incentive by completing a comprehensive medical exam and working with a case manager to complete an assessment of their non-medical, psycho-social needs. A completed *Healthy Starts Program Report Card* and supporting documentation is required to qualify.

Our *Promoting Health* initiative seeks to ensure that members have their immune system and viral load checked at least every 90 to 120 days, and that they know and under-

stand their results. To ensure regular primary care visits and HIV monitoring, the Plan will begin sending members who complete this quarterly visit, and return a *Quarterly Treatment Planning Report Card*, a \$10 incentive.

While many women are quite effective at ensuring care and services to children and other family members, some women go without the care they need. To help ensure that our female members complete the full annual GYN care and services, VidaCare created the *Rose Program*. Female members who complete all requirements and return a *Rose Program Report Card* will receive a \$25 incentive.

If a member goes more than 90 days without a primary care visit, or an HIV PCP notifies the Plan about missed office visits, a Plan Representative will conduct outreach to re-engage the member. To support members who've dropped out of care, the Plan created the *Getting Reconnected* initiative. If the member completes a primary care visit within 30 days of the outreach, and the PCP submits a *Getting Reconnected Report Card*, the member will become eligible for a \$10 incentive.

Continued on Page 2

NEW ADVANCES IN HIV CARE - IMPORTANT RESOURCES

New advances in HIV care are adopted to practice guidelines and standards by the AIDS Institute and the US Department of Health and Human Services (USDHHS) on a regular basis as recommended by professional specialty groups. VidaCare practice standards are based on these guidelines. Therefore, it is recommended that you familiarize yourself with current practice guideline updates, and other helpful educational information that is available through the AIDS Institute and the USDHHS AIDS info websites:

<http://www.hivguidelines.org/Content.aspx>
<http://www.aidsinfo.nih.gov/>

MEDICAL DIRECTOR'S UPDATE DR. JERRY ERNST

A major challenge faced by people with chronic diseases is adjusting to the need for chronic medical attention. If, in addition to a chronic disease, one also has major life traumas, the ability to conform to the strictures of a medical regimen may be severely compromised.

When that chronic illness is HIV and when those life traumas are those prevalent in our inner city populations, the need for extra efforts to help patients maintain good health practices is all the more apparent. *That's where VidaCare's special skills come in.*

We are increasing our commitments to bring all necessary services to our enrollees that will help them benefit from

the medical advances in HIV therapy. While the Day Care Programs have most of these services on site, private practitioners usually do not.

If you are faced with a patient who has multiple needs that you would like help with, just call us and we will do what we can, from making sure your patient gets to his/her medical appointments, to arranging enrollment in an AIDS Day Care Program or Cobra Case Management.

Our Care Coordination staff and trained peer outreach workers are available to assist you. We will make sure that you are aware of and approve of all of our interventions with your patients.

At VidaCare, it's more than pills! In addition to provider assistance, Doug Wirth describes some of new member initiatives on page one.

New Initiatives for 2007 *Cont. from Page 1*

The maximum incentive any member may earn in any or all categories is \$50 per year. To learn more about these programs, or to qualify one of your patients for a specific initiative, please call Virpi Ranta, Director of Continuous Quality Improvement or Dr. Jerry Ernst, Medical Director at (917) 637-3780.

BEHAVIORAL HEALTH CARE INFORMATION OUTPATIENT CARE MANAGEMENT

Effective 3/1/07, ValueOptions (VO) will begin managing VidaCare members' outpatient mental health treatment, in addition to their inpatient care. If you currently provide behavioral health treatment to a member, please call ValueOptions' dedicated VidaCare hotline (866) 752-5443 to discuss continued care needs with a VO Care Manager.



A primary focus for VO will be coordination of care between the members' PCP and their

behavioral health providers.

If you're a Primary Care Provider or Case Manager, and your patient/client needs outpatient behavioral health care, ValueOptions will work with you to find the most appropriate provider and treatment.

ValueOptions ensures that PCPs and other Care Team members are aware of the particular behavioral health needs of their patients/clients - within the limits of non-disclosure and confidentiality as required by law.

VO's care management program is designed to allow for effective and efficient PCP integration with the behavioral health care services through shared clinical planning mechanisms to facilitate the most effective and efficient coordination of care.

ValueOptions is always open to suggestions related to behavioral and medical coordination for your patients. If you have questions about behavioral health treatment for VidaCare members, or any ideas regarding improving coordination, please call ValueOptions at (866) 752-5443.

2006 WAS A GREAT YEAR FOR VIDACARE!

VidaCare's membership grew at a rate of 93% in 2006. With over 425 members, VidaCare's membership is roughly 20% of the total SNP membership in New York City. As Medicaid reform and health care budget cuts take center stage, the SNP program in general, and VidaCare specifically,



will become a key strategy for maximizing care and benefits to PWHAs.

In addition, VidaCare's provider network grew from 2,500 to 3,500 providers in 2006. 15 HIV PCPs and over 150 private specialists joined the Plan.

WHY WAS MY PATIENT DISENROLLED? RENEE MARTINEZ, COO

We often get calls from Providers inquiring about why a patient was reported as disenrolled on their VidaCare panel report. There are many reasons why this might occur. They include:

- ◆ Patient contacted *NY Medicaid CHOICE* and requested a disenrollment form. VidaCare is not always aware when this occurs and has no authority to disenroll a member or stop a disenrollment. Disenrollment is always done by NY Medicaid CHOICE.
- ◆ Medicaid placed the patient on 'Restricted' Medicaid. This may occur if there is a pattern of pharmacy over-utilization.

- ◆ Eligibility for Medicare has placed that patient in an excluded category; that is ineligible for Medicaid Only Managed Care. This may occur when the patient 'ages out', reaches 65, or when they become eligible for SSD (Social Security Disability).
- ◆ The patient is incarcerated or permanently placed in long term care facility or residential program.
- ◆ The patient has expired.
- ◆ The patient failed to recertify their Medicaid and has lost their benefits. This is the most common reason and one that VidaCare works hard to prevent. In most cases,

when the Medicaid benefits are reactivated, the patient is automatically reenrolled in VidaCare.

To determine if your patients are enrolled in VidaCare you can:

1. Enter the patient's information into the EPACES or EMEVS system. If they are a VidaCare member, the result will be: Managed Care Plan – OD. **OD is the code for VidaCare.**
2. Call Provider Services at 1-800-556-0674. Be prepared to provide the member's Medicaid number.

If you have any questions about why a patient has been disenrolled, please call the Care Coordination team at VidaCare at 917-637-3780.

CONTINUOUS QUALITY IMPROVEMENT— DENTAL Virpi Ranta, RN

Oral health is integral part of general health for HIV-infected patients. Poor dentition, focal infections and oral lesions can adversely affect the ability to swallow and sense of taste leading to weight loss and poor treatment adherence. Every patient should be encouraged to have an annual comprehensive dental check-up as part of their overall healthcare. This important preventive

care referral should be documented in the patient's medical record. Three of our provider sites are now offering comprehensive dental care to our members.

For information and/or an appointment at an **HIV Dental Clinic** call:

Harlem United at 212-531-1300 x 442,
Village Care at 212-539-6265, and/or
Spellman Clinic at 212-459-8115.



PROVIDER SERVICES UPDATE CALL CENTER INFORMATION



The Provider Services Call Center will be closed in observance of the following holidays during 2007:

President's Day	Monday, 2-19-07
Memorial Day	Monday, 5-28-07
Independence Day	Wednesday, 7-4-07
Labor Day	Monday, 9-3-07
Thanksgiving Day	Thursday, 11-22-07
Day After Thanksgiving	Friday, 11-23-07
Christmas Day	Tuesday, 12-25-07

Regular Office Hours:

Please call Provider Services at 1-800-556-0674 between 9:00 AM and 5:00 PM on the next business day following the holiday.