



Bytes

A Semi-Annual Publication for Teachers Health Trust Providers

July 2008  Volume 3, Issue 2

TRUST TidBITS

Holidays—The Teachers Health Trust offices will be closed for the following holidays:

- Independence Day,
July 3, open 8 to 11:45 a.m.
closed July 4
- Labor Day, September 1
- Nevada Day, October 31
- Veterans Day, November 11
- Thanksgiving,
November 26, open 8 to 11:45 a.m.
closed November 27-28
- Winter Break, December 24-26
- New Year's December 31 and January 1

Teachers Health Trust Update

The Trust Provider Network was brought in-house in January 2005. This move has allowed the Trust to work directly with each of you to resolve any issues that may arise rather than working through a third party. The Trust recently mailed out a practice update sheet to each group in an effort to update all physical locations and confirm that the physicians in the Trust's system are currently active and credentialed. Please take the time to update the Trust on an ongoing basis as soon as you have any changes, including physicians leaving or joining your practice or changes in physical locations. You can avoid delays in claim payment by credentialing new physicians upon hire rather than waiting until a claim has been pended. It is currently time to re-credential many Trust Providers. Your re-credentialing packet should arrive via mail. Please return this packet with all required documentation as soon as possible. This will avoid unnecessary complications in your Network status. Your quick response in the re-credentialing process is appreciated and will ensure a smooth continuation of your status as an In-Network Provider.

Referrals to Out-of-Network Providers

When Trust Providers fail to refer teachers In-Network, Participants experience higher out of pocket costs. Labs, hospitalist services, durable medical equipment and genetic testing are just some examples of services that are frequently referred Out-of-Network. When a service is referred Out-of-Network, teachers are forced to appeal claims and find themselves under unnecessary financial strain. In the case of Out-of-Network referrals, the Trust Provider Relations department will contact your office, requesting that you reimburse the Out-of-Network party to which you referred services. To avoid such situations, all Providers should refer Trust Participants In-Network, saving all parties involved time and unnecessary expense.

For your convenience, a list of Trust In-Network hospitalists is listed below. If you utilize a hospitalist group, please verify the group is In-Network. If the group is not, please ask your hospitalist group to become an In-Network Provider with the Trust by contacting the Provider Relations department at providerrelations@teachershealthtrust.org or via phone at 702-866-6120. To view a list of In-Network Providers, log on to the Trust's website at www.teachershealthtrust.org and click on the Provider Search link.

- | | |
|--|-----------------------------------|
| Fremont Primary Care Hospitalists | University Health System |
| Inpatient Physicians Network of NV (IPN) | Zenith Hospitalists |
| United Hospitalist Incorporated (UHI) | Twin Valley Emergency Physicians* |
| TriCity Medical | (*Mesquite Only) |

Timely Filing Reminder

Claims must be received in the Trust office no later than six months from the date of service. If the Trust is the secondary insurance carrier, it is highly recommended that you submit your claims to both the primary carrier and the Trust simultaneously to ensure timely filing. This will help to avoid denials for timely filing while you wait for the primary carrier to process the claim and submit the Explanation of Benefits (EOB). After the primary carrier has processed the claim, submit a copy of the primary carrier's EOB to the Trust. Please be aware, the six month timely filing period is not extended for coordinated claims.

Want to reach more than 18,000 educators?

Advertise in *Health Traxx*. (See page 4 for details.)

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Services Requiring Prior Authorization

MRI, MRA, PET & CT Scans
(prior authorization for each
sequence is required)
Blepharoplasty (eyelid surgery)
Botox Injections
Breast Surgery
Cosmetic Surgery
Dialysis

Durable Medical Equipment
(valued at \$500 or greater)
Durable Medical Equipment
Repairs/Replacements
Endoscopy & Upper GI
Hernia Repair
Home Health
Hospice

Hospital Admissions
Nasal Surgery
Nerve Conduction Study
Electromyography (EMG)
Pain Management (nerve blocks)
Sclerotherapy (vein surgery)
Virtual Testing (applies to the annual
routine/preventive care maximum)

To obtain prior authorization: 1. Call ENCOMPASS at 1-800-779-4158; or 2. Fax ENCOMPASS at 1-515-273-8780; or 3. Access the ENCOMPASS Web site at www.ENCOMPASSonline.com

Obtaining Prior Authorization Can Be Easy!

ENCOMPASS, the Trust's utilization review organization, urges you to use the web to obtain prior authorization at www.ENCOMPASSonline.com. This method allows you to start a medical review, add updated clinical information to a case, check the status of a case, or ask a question whenever it is convenient for you. Avoid lost faxes and have access 24 hours a day through the web service. Make it easier on yourself: begin requesting prior authorization via the web today!

TRUST BASIC COPAYS

In-Plan Benefits	DIAMOND Plan	PLATINUM Plan
All Office Visits (including Behavioral Health)	\$20 per visit	\$30 per visit
Urgent Care	\$20 per visit	\$30 per visit
Laboratory	\$0 if performed by network laboratory \$10 per test if performed by a network physician/provider	\$0 if performed by network laboratory \$15 per test if performed by a network physician/provider
Radiology & Diagnostic Procedures	\$10 per test procedure	\$20 per test procedure
CAT Scans	\$50 per test procedure	\$75 per test procedure
MRI	\$50 per test procedure	\$75 per test procedure
PET Scans	\$200 per test procedure	\$400 per test procedure
Outpatient Hospital/Surgical Facility	\$150 per surgery	\$200 per surgery
Outpatient Surgeon	\$125 per surgery	\$250 per surgery
Anesthesia	\$100	\$150
Assistant Surgeon	\$0	\$0
Hospital Observation	\$100 per day	\$150 per day
Emergency Room	\$150 per visit	\$300 per visit
Ambulance	20% coinsurance	30% coinsurance
Routine OB Care (Physician)	\$150 for all routine office visits and delivery	\$300 for all routine office visits and delivery
Inpatient Routine Newborn Circumcision	\$20	\$30
Inpatient Hospital/Facility	\$150 per day up to \$450 per admission	\$300 per day up to \$900 per admission
Inpatient Surgeon	\$125 per surgery	\$250 per surgery
Anesthesia	\$100	\$150
Assistant Surgeon	\$0	\$0
Inpatient Visits	\$0	\$0
Allergy Testing	\$1 per test	\$2 per test
Allergy Antigens	\$1 per dose	\$2 per dose
Allergy Injections	\$5 per injection	\$10 per injection
Orthotics & Prosthetics (includes foot orthotics)	Participants are responsible for 20% co-insurance	Participants are responsible for 30% co-insurance
Durable Medical Equipment and Supplies	Participants are responsible for 20% co-insurance	Participants are responsible for 30% co-insurance
Inpatient and Outpatient Hospice Services	Participants are responsible for 20% co-insurance	Participants are responsible for 30% co-insurance
Home Health Care	Participants are responsible for 20% co-insurance	Participants are responsible for 30% co-insurance
Skilled Nursing & Rehabilitation Facilities (This is separate from hospital co-pay.)	\$150 per day up to \$450 per admission	\$300 per day up to \$900 per admission
Outpatient Dialysis Facility	\$20 per visit	\$30 per visit
Outpatient Dialysis Physician	\$20 per visit	\$30 per visit

Accessing Preferred Prescriptions Formulary Information from Medco's Website

The following are instructions for accessing Preferred Prescriptions Formulary Information from Medco Health's website. For more information about preferred alternatives, as well as a list of preferred and nonpreferred medications, visit www.medco.com.

1. Access www.medco.com.
2. From the left hand menu, select "Physicians" and a submenu should appear.
3. From the submenu, select "Formulary." This will open the formulary page of the website.
4. Approximately halfway down the page, you will have the option to access the interactive formulary tool.
5. Select the option for "**Interactive Preferred Prescriptions Formulary Tool.**"
6. If you select the interactive tool, there are three different options for a search:
 - Search by medication name;
 - Search alphabetically by medication name;
 - Search by treatment category.
7. Click on the drug name you want to research.
8. The drug name will return a chart with the following headings:
 - Medication Name, Generic Name, Manufacturer;
 - Strength and Form;
 - Status;
 - Medication Type.
9. Under the **Status** heading, you will be able to determine if the medication is a plan preferred (formulary) medication or if it is a non-plan preferred (non-formulary) medication. If the medication is a non-plan preferred medication, please click on "See Alternatives" to find a plan preferred medication for that specific drug.

Request for Authorization

The Trust utilizes Encompass for services requiring prior authorization to determine medical necessity. Encompass makes its determination based on the information you provide. If there is significant information absent from the medical records Encompass receives, the company may be unable to authorize services you feel meet medical necessity. Please provide all information to Encompass so that it may make the most accurate determination.

Pre-Operative Testing and Copayments with St. Rose Facilities

Please note, if your patient has pre-operative testing at a St. Rose facility and has surgery at the same facility within 72 hours of the testing, the testing is included in the patient's surgery copayment. However, if the pre-operative testing is obtained at a different facility from where the surgery will take place or if the surgery is not performed within 72 hours of the testing, separate copayments will be applied.

CONTACT INFORMATION

Teachers Health Trust

Eligibility, Benefits, Claim Information

Web site: www.teachershealthtrust.org

E-mail: serviceteam@teachershealthtrust.org

Phone: 702-866-6160

Fax: 702-794-2093

Mail paper claims to:

Teachers Health Trust
PO Box 96238
Las Vegas, NV 89193-6238

Send electronic claims to:

Teachers Health Trust Payor ID 88019

Hours of operation:

Mon. – Thurs.: 7 a.m. to 5:45 p.m.

Friday: 8 a.m. to 11:45 a.m.

Encompass

Medical Authorizations

Web site: www.ENCOMPASSonline.com

Phone: 800-779-4158

Fax: 515-273-8780

Human Behavior Institute (HBI)

Behavioral Health Authorizations

Phone: 702-248-8866

Toll-free: 800-441-4483

Medco

Mail Order Pharmacy

Web site: www.medcohealth.com

Phone: 800-818-2364

For Instructions on Faxing Prescriptions:

1-888-327-9791

Drugs Requiring Prior Authorization:

800-753-2851



Pharmacy Points

In the July 2006 edition of *Apple Bytes*, the Trust introduced its partnership with the RationalMed program. This program bridges the gap between pharmacy, lab and diagnostic information, providing physicians with information on harmful interactions. In reviewing our RationalMed data, we have identified a recurring issue involving atypical antipsychotic medication with patients diagnosed with diabetes.

There have been reports of hyperglycemia in patients treated with atypical antipsychotics (such as Olanzapine, Quetiapine and Risperidone and others), in some cases associated with ketoacidosis or hyperosmolar coma. Assessment is confounded by an increased background risk of diabetes in patients with schizophrenia. Because epidemiologic studies suggest an increased risk of treatment-emergent hyper- or hypoglycemia adverse events with use of the atypical antipsychotic class, patients with an established diagnosis of diabetes should be monitored for worsening glucose control. Those with risk factors for diabetes should undergo fasting glucose testing before and during treatment with atypical antipsychotics.

Please weigh drug selection in light of relative potential risks and benefits of therapy and monitor for symptoms of glucose intolerance for your patients.

In the first half of 2007, the Trust found that there were over 60 instances of patients with documented diabetes who were receiving antipsychotics. The Trust is asking that all prescribers critically evaluate the risks/benefits of antipsychotics in diabetic patients.

References:

- Diabetes risk assoc w/use Olanzapine, Quetiapine & Risperidone in VA pts w/Schizophrenia. AM J Epidemiol 2006; 164:672-81
- Sernyak: Assoc Diabetes w/use atypical Neuroleptics in Schizophrenia. AM J Psychiatry 2002;159-561-6
- FDA Drug Information update 9/06 Atypical Antipsychotics.
<http://www.fda.gov/cder/drug/infopage/antipsychotics/default.htm>
- Lieberman & Catie Investigators. Effectiveness of Antipsychotic Drugs in Patients W/Chronic Schizophrenia. NEJM 2005; Gardner: Modern Antipsychotic Drugs: Critical overview. Canadian Medical Assn Journal 2005;172:1703-11. www.cmaj.ca/cgi/reprint/172/13/1703
- Label 2007 Paliperidone Ext Rel [INVEGA] <http://www.fda.gov/cder/foi/label/2007/0220431bl.pdf>

Provider Advertisement Opportunities

The Teachers Health Trust publishes *Health Traxx*, a 4-color quarterly newsletter that circulates to more than 18,000 educators of the Clark County School District. To view samples of *Health Traxx* publications, please log on to www.teachershealthtrust.org and click on *Health Traxx*.

If you are interested in advertising or would like more details on rates, multiple issue discount opportunities and page layouts, contact Brenda Kelley, Director of Public Relations and Health Promotions at bkelly@teachershealthtrust.org. Logo and ad design opportunities are also available.



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