

THE PROVIDER CHRONICLE

"Serving the families that serve ours"

Volume 4, Issue 6

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Health & Wellness

HEDIS IMPROVING QUALITY OF CARE

As a provider, you play a central role in promoting the health of our members.

You and your office staff can facilitate the HEDIS process improvement by:

- Providing the appropriate care within the designated time frames.
- Documenting all care in the patient's medical record.
- Accurately coding all claims.
- Responding to our requests for medical records.

The records you provide us during this process help us to validate the quality of care provided to our members.

US Family Health Plan has a new website and a NEW Provider Page!

US Family Health Plan (USFHP) is proud to launch our new website.

We designed a page with you in mind. The provider page contains all of the information you will need to navigate through our plan, including access to the provider portal on any page throughout the website.

YOU CAN:

- LOOK UP CLAIMS INFORMATION
- CONFIRM MEMBER ELIGIBILITY
- FIND A PARTICIPATING PROVIDER
- FIND OUT WHAT'S COVERED
- GET REQUIRED FORMS... AND LOTS MORE

The website is part of our ongoing commitment to delight our customers. Whether you call us, sit face to face with us or use our website we are committed to ensure you are provided the best in customer service!

YOU ASKED... WE LISTENED...TOGETHER WE DELIVERED

- **A CLEAN, CRISP, DESIGN:** Each page has been designed to provide the information you're looking for in a simple, easy to read, concise message.
- **EASY NAVIGATION:** The navigational structure of the site provides multiple options to move around the site quickly. Key is the ability for our providers to find information quickly with no need to dig for "buried" information.
- **RELEVANT INFORMATION:** The first thing you want when you visit the website is a clear understanding of what USFHP can do to help you and your staff as you provide care to our members.

Take a moment to peruse through our site
<http://usfhp.net/provider-info>



And, be sure to like us on Facebook.

<https://www.facebook.com/usfhp.net/timeline>



Provider Alerts

NEW VENDOR:

Effective June 16, 2015 USFHP will switch our durable medical equipment vendor from APRIA to Mount Holly Surgical Supply.

Mount Holly is a recognized leader in the development of high quality DME and healthcare products; serving physicians, hospitals, nursing homes and individuals. For additional information, call us @ 1800-241-4848.

GREAT NEWS FOR OUR NEW YORK STATE PROVIDERS:

Physicians have won a temporary reprieve in their fight to delay e-prescribing mandates in the state of New York. Both the State Assembly and Senate have passed legislation delaying implementation until March 2016. The legislation still requires a signature by **Gov. Andrew Cuomo**.

The Assembly unanimously passed the bill late Wednesday, following action by the Senate on Feb. 10. It was slated to go into effect March 27. The law, meant to reduce fraud and prescription errors, would apply to all physicians and all medications, including both controlled and non-controlled substances.

Western New York **medical groups last month told** Business First that while some of them were prepared, they recognized other providers were not and a delay was necessary.

"The challenge has been really finding third-party vendors able to help us with this," said Dr. Irene Snow, medical director at **Buffalo Medical Group**.

While it believes the e-prescribing law has merit, the Medical Society of the State of New York argued for a delay based on the lack of readiness among both physician practices and electronic health records vendors.

"This is of great concern to all prescribers, including large group medical practices and hospital-based physician prescribers whose systems are not yet prepared to implement electronic prescribing," said Dr. Andrew Kleinman, association president. "There are also numerous unanswered questions pertaining to the e-prescribing readiness for patients in nursing homes. However, most importantly, the year extension ensures that all patients will continue receiving their needed medication without interruption."

New York State's e-prescribing mandate was designed as part of the larger I-STOP prescription drug law, enacted in fall 2013.

<http://www.bizjournals.com/buffalo/news/2015/02/27/state-legislators-approve-delay-of-e-prescribing.html>

GENETIC TESTING: UNDERSTANDING THE TRICARE BENEFIT

Testing must be performed using U.S. Food and Drug Administration (FDA) approved methods, and may be covered if confirming a clinical diagnosis already suspected and if the test results will influence treatment. Testing that is performed using a non-FDA approved method or test kit, for prenatal or preconception carrier testing, or for conditions not covered by TRICARE policy are not covered.



Our Provider Partners are Growing

USFHP is pleased to welcome new providers to our network. These providers will join you in delivering quality health care to our members. These provider practices are located in Northern New Jersey, parts of Eastern Pennsylvania, and the boroughs of New York City.

- Advantage Care Physicians
- AHS Physician Group
- Boulevard Medical Health Care
- Chilton Medical Center
- Goryeb's Children Hospital
- Morristown Medical Center
- Newton Medical Center
- Overlook Medical Center

