



## In This Issue

[Solid First Quarter Results](#)

[2016 Annual Report](#)

[Medical Management Update](#)

[New Provider Portal](#)

[The Doc is IN](#)

[Prevention & Patient Safety](#)

[To Your Health & Wellness](#)

## Solid First Quarter Results

Our overall first quarter 2017 results showed progress and continuing momentum toward meeting 2017 and 2018 plan goals. Here are some facts worth noting:

- A positive net income of \$3.7 million was reported for the period ending March 30th.
- Membership composition was 76.1% individual, 22.0% small group and 1.9% large group.
- Over \$56 million was paid to hospitals and doctors for medical claims during the quarter, and overall claims payments were consistent with the 2017 plan.

Having turned the corner financially and with the deficits of the last two years behind us, we're pleased that we are open for enrollment throughout the year, an indication of our renewed stability. As one of the more than 150 non-profit health plans in the United States with at least 40,000 fully-insured enrollees, we at

## New Provider Portal

Community Health Options has launched a new provider portal for our in-network providers. The new provider portal will allow registered providers to view patient rosters; check claims, eligibility and coverage for patients with Health Options Insurance; and, view, download, and print or export to an Excel spreadsheet an Explanation of Payment (EOP) Remittance PDF.

All in-network providers must register for the provider portal prior to use. See [provider.healthoptions.org](http://provider.healthoptions.org) for more information.

Please note: The previous portal is no longer accessible as of June 2, 2017. The new provider portal will have 365 days of historical claims information.

### How do I sign up?

1. Go to our website [www.healthoptions.org](http://www.healthoptions.org), click on "Health Care Professionals" and then "Provider Login".
2. Providers are required to set up a username and password (Even if you were previously enrolled with our last portal), and review and accept the Terms and Conditions.
3. To continue, click "Accept." If you need access to more than one provider, click "add a provider."
4. **Please note** that a claim number associated with each NPI is required for identity verification purposes. The claim must have processed within the past 60 - 180 days.

If your practice is part of a health system, you are required to set up your portal account for your practice. In addition, the health system will be required to identify a "super user." The super user is the person who will serve as the point of contact between the health system and Community Health Options.

**Please contact Provider Relations for assistance with setting up a super user. (207) 402-3347**

### What can I expect to see on the portal?

Claims information and patient eligibility will be available on the portal. Coming soon after our initial launch, providers will be able to submit authorizations and view EOPs.

### Can I see historical claim information?

Yes. You will have access to 13 months of historical claims data.

### Whom do I contact if I need help?

Please contact the Provider Relations team by emailing

Community Health Options maintain our commitment to improving the health of our Members and to achieving longer term goal of reducing the costs of coverage. We continue to make investments in our mission-based approach to health insurance for Members.

## 2016 Annual Report

Every year Community Health Options provides a report to the communities we serve. The resulting document is not only a retrospective look, but also a forward-looking blueprint for the succeeding year's programs and services aimed at changing the landscape of health insurance, transforming the healthcare experience, and expanding access to needed care for the people we serve in Maine.

[Click here](#) to view the **2016 Annual Report**.

## Medical Management Update

**Authorization Process Enhancements** - in response to Provider feedback regarding inconsistent messaging surrounding Prior Approval requirements, we have completed a root cause analysis to include full review of all 22K+ CPT/HCPCS codes against our public facing documents and our internal configuration rules. We noted discrepancies between the two forms. We are updating our documents, along with configuration rules to ensure alignment across all domains.

**Updated Online Prior Approval Documents** - as part of our enhancements, we have also updated our online Prior Approval documents to clarify authorization requirements. We have included a high-level Prior Approval process overview and four Quick Reference Guides: Medical, Behavioral Health, Durable Medical Equipment,

[provider@healthoptions.org](mailto:provider@healthoptions.org) with the subject 'Provider Portal Help', or by calling (207) 402-3347.



## Chronic Benzodiazepine Therapy

John Yindra, MD

As part of our efforts to promote the safe use of medications, Community Health Options monitors the pharmacy use patterns of our members. As result of our data review, we have identified a number of members who are receiving chronic benzodiazepine (BZD) therapy. The Maine Benzodiazepine Study Group (MBSG) has published guidelines for the use of benzodiazepines in office practice. In general, the study group found that there are few indications for the chronic use of benzodiazepines beyond 6 weeks duration.

According to MBSG, "There is no evidence supporting the long term use of BZDs for any mental health indication. At the time of BZD prescription renewal or medication review, the physician should discuss the risks of long term BZDs and the benefits of discontinuation (on cognition, mood, sleep, and energy level) and, advise the patient to reduce or discontinue the BZD. For some patients this will be difficult or impossible, but every effort should be made to educate and inform the patient. For many a reduction in dose, rather than discontinuation, will be the goal." In addition, the group strongly recommends a referral for counseling when patients receive an anxiety disorder diagnosis.

As part of our Chronic Illness Support Program (CISP), most health plans cover the first three visits to a mental health professional without cost sharing to the member.

[Review the entire MBSG guideline.](#)

## Prevention and Patient Safety

### Health Options 2017 Quality and Service Goals

Community Health Options is focused on helping Members live healthier lives and reducing the cost of care. Through our benefit plan designs, care management, and partnerships with local healthcare organizations, we are developing initiatives that improve health, Member experience, and affordability.

In 2017, we are targeting four specific quality and service measures that are part of our annual Healthcare Effectiveness Data and Information Set (HEDIS) review: age-appropriate preventive cancer screenings (i.e., colorectal, breast, and cervical cancer screenings); maternity (postpartum) care; safe Use of medications; and behavioral health.

Health Options uses HEDIS quality measures to improve its overall performance and ensure superior coverage and service to its Members. HEDIS is one of the most common performance standards that health plans, healthcare facilities, the Center for Medicare and Medicaid Services (CMS), and the National Center for Quality Accreditation (NCQA) use to measure performance on important dimensions of care and service.

and Medication (Outpatient Medical Benefit). All but the Medication Guide have been posted as of 4/1/17 and the Medication Guide (to include a representative list of medications) will be posted prior to 6/1/17. There will be ongoing updates and changes to these lists to correspond with any changes to our policies or MBA, industry standards.

**PT/OT/ST/Chiro** - we have removed the Prior Approval requirement for PT/OT/ST and chiropractic care, BUT there is still a maximum annual limit per the Health Options MBA. The combined annual limit for outpatient/home health PT/OT/ST is 60 visits per year and chiropractic visits are limited to 40 visits per year (this may differ for 2016 group members with renewal dates that fall later in the year).

**Durable Medical Equipment** - the rental to purchase period for most durable medical equipment is now six months. Please submit compliance reports for all C-PAP and B-PAP purchase requests.

**Medical Medication Benefit** - we have heard the \$400 threshold for medications has been difficult to interpret. We have now included a list of drug categories and a representative list of generic medication names that require prior approval.

**Notification of Admissions** - notification of admission (elective or unscheduled) is required within 48 hours via fax or phone. If the admission occurs after 5pm on Friday, the 48-hour notification requirement is extended to noon the next business day (usually Monday; Tuesday following a recognized-holiday weekend). (Hospital stay needs to cross midnight to be considered inpatient.)

Health Options will provide education, information, and assistance throughout the year through email, newsletters, and social media. Additionally, the Population Health team will identify and contact Members who may benefit from care management assistance to ensure healthy outcomes and Member safety.

## To Your Health and Wellness

### Sitting is the New Smoking

Does this daily ritual sound familiar? We move from the kitchen table to the driver's seat as we start the daily commute to work; we then move from the driver's seat to our office chair and, as the work day comes to an end, we move from our chair to the driver's seat and then the couch or recliner at home. We spend a lot of time sitting! Several articles have been written about the fact that Americans spend more time seated than ever, and it's wreaking havoc on our bodies.

One researcher, Dr. James Levine, summed up his findings in two sentences:

"Sitting is more dangerous than smoking, kills more people than HIV and is more treacherous than parachuting. We are sitting ourselves to death." Levine is credited with coining that mantra - "sitting is the new smoking."

One study compared adults who spent less than two hours a day in front of the TV or other screen-based entertainment with those who logged more than four hours a day of recreational screen time. Those with greater screen time had a nearly 50 percent increased risk of death from any cause and about a 125 percent increased risk of events associated with cardiovascular disease, such as chest pain (angina) or heart attack.

People who sit for prolonged periods of time had a higher risk of dying from all causes - even those who exercised regularly. The negative effects were even more pronounced in people who did little or no exercise.

### Tips on How to Stretch at Your Desk and Ways to Sneak in Exercise During Your Workday

Stretching during the day is an important way to stay flexible and avoid prolonged periods of sitting. Stretching can ward off stiffness and joint pain, increase alertness, and provide a boost of energy! It is well known that sitting at our desks all day can lead to a multitude of problems, including insidious weight gain. It's easy to let the day get behind you while you are working, so a good way to remember to stretch every hour is to set an alarm on your phone or your computer. When it goes off, make sure that you stand and stretch! If you can't do it right then, 'snooze' the alarm some number of minutes to remind you again when it's more convenient.

Try walking up and down stairs (from floor one to floor four) two or three times a day. Put the 'stair climb' on your calendar or as a phone reminder, so you don't forget.

Keep your body hydrated by drinking at least 8 glasses of water a day.

## Prescription Drug

**Formulary** - you can access the drug formulary on our website under "Quick Links."

Please note that the formulary is updated on a regular basis.

Finally, try to park in the furthest spot you can find in the parking garage. This will add exercise to your morning and afternoon walk to and from the office. You'll add steps without even really trying! Click here to view a short video on how to stretch at work.

## Stay Connected



## Quick Links

- [Our Website](#)
- [Quick Reference Guide](#)
- [Online Portal Access](#)
- [Documents & Forms](#)
- [Contact Us](#)