Coordinating Diabetes Care: Eye Care Specialists and Primary Care Providers

Calendar year 2017 HEDIS medical record review found that only 65% of retinal eye exam results were found in the member’s primary care provider (PCP) chart. Continuity and coordination of care between a PCP and eye care specialist (ECS) plays a pivotal role in effective patient diabetes care. Both the PCP and the ECS play a significant role in a patient’s success in managing diabetes. Benefits of coordination of care include:

- Provides a measure of effectiveness of the patient’s current treatment regimen and overall glycemic control by identifying systemic complications from diabetes
- Offers an opportunity for the ECS to emphasize the importance of appropriate adherence to the diabetic treatment regimen and compliance with follow-up care
- Enables review of diabetic eye exam results which can visually illustrate to the patient the vascular damage occurring to the retina providing a better understanding of the importance of diabetic control

When working with a patient who has diabetes, help them understand the importance of retinal eye exams and ensure that visit information is shared between the PCP and the ECS. For assistance with helping a UPHP member find an ECS in their area or with transportation, please contact UPHP Keeping UP with Diabetes Program Coordinator Ashley Roberts at (906) 227-5691.
**Medicare Opioid Safety Requirements**

On Jan. 1, 2019, new Centers for Medicare and Medicaid Services (CMS) opioid safety edits began at pharmacy point-of-sale (POS) to help prevent and combat prescription opioid overuse.

These Medicare Part D Opioid Utilization Management POS edits impact the following UPHP members:

- UPHP MI Health Link
- UPHP Advantage
- UPHP Choice

The new POS opioid edits will **not** apply to members that have cancer-related pain, are in hospice, or reside in long-term care. Pharmacies may be calling providers to verify information in order to process prescriptions. Please respond to this pharmacist inquiry in a timely manner.

The following link provides CMS guidance and training materials: https://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/RxUtilization.html

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**Combat Antimicrobial Resistance – Be Antibiotics Aware**

Education and awareness are needed to slow the spread of antibiotic resistance and optimize how these drugs are prescribed. In order to protect patients from harm and combat antibiotic resistance, we are asking you to “Be Antibiotics Aware.”

**Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis**

- Routine antibiotic treatment of uncomplicated acute bronchitis is not recommended, regardless of duration of cough
- Patient satisfaction with care for acute bronchitis is most dependent on provider-patient communication rather than on whether or not an antibiotic is prescribed

**Appropriate Testing for Children with Pharyngitis**

- Viruses account for 70 to 80 percent of pharyngitis in children
- An antibiotic should not be prescribed for pharyngitis without performing a rapid strep antigen test or strep culture
- Suspected strep **must** be confirmed by testing; the decision to treat with antibiotics should be based on test results

**For more information visit:**
https://www.cdc.gov/antibiotic-use/
OR
https://www.uphp.com/providers/clinical-practice-guidelines/

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It is important that providers understand the impact of the new policies and how to respond.

Please call UPHP Customer Service 1-877-349-9324 (TTY: 711) with any questions.
Population Health Management Programs

Upper Peninsula Health Plan (UPHP) is committed to helping its members manage their health and well-being. The following wellness programs are available to all UPHP Medicaid and Healthy Michigan Plan (HMP) members at no cost:

**DIABETES MANAGEMENT**

- Diabetes Care Coordination Program – members work with a UPHP clinical coordinator to set goals, identify barriers, and connect to community resources
- Diabetes Self-Management Education and Support – allows members to attend up to 20 visits with a Certified Diabetes Educator at their local clinic or hospital

**NUTRITION THERAPY**

- This program offers support to members who want to learn more about healthy eating, physical activity and a healthy lifestyles
- One to two nutritional therapy visits with a registered dietitian

**TOBACCO CESSATION**

- Tobacco counseling sessions with a provider
- Smoking cessation medications
- Michigan Quitline (free): Call 1-800-784-8669

Completion of one of the above wellness programs qualifies as an HMP Healthy Behavior. Members who engage in a Healthy Behavior may be eligible to receive an incentive. For more information about these programs or to refer a member, please call Adele P. at UPHP at (906) 225-4654.

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Medicaid Common Formulary

The Upper Peninsula Health Plan Medicaid Common Formulary is required under Section 1806 of Public Act 84 of 2015. This was done in order to streamline drug coverage policies for members and providers. Along with the Michigan Department of Health and Human Services, a workgroup of physicians and pharmacists develops a formulary for drugs covered under the pharmacy benefit that is common across all contracted Medicaid Health Plans. This formulary is updated quarterly and is applicable to Medicaid, the Healthy Michigan Plan, and Children’s Special Health Care Services members.

Detailed information about the Medicaid Health Plan Pharmacy Benefit can be found at https://www.michigan.gov/mdhhs/0,5885,7-339-71547_4860-380454--,00.html. This includes:

- General formulary information
- History of formulary changes
- Drug prior authorization criteria
- Step therapy criteria
- Stakeholder meetings
- Frequently asked questions

Information is also available at www.uphp.com.
HEDIS Counseling for Nutrition

Nutrition plays a crucial role in health promotion and chronic disease prevention. Current recommendations state all children 3-17 years of age should have a nutrition assessment and receive nutrition counseling annually.

Submission of an appropriate code will identify these services were performed and improve provider quality performance scores.

If dietary counseling services are not routinely being coded on claims when the service is performed, ensure you are documenting properly in the medical record.

For more information visit:
Medication Adherence and Glucose Control Improvement Programs

Upper Peninsula Health Plan (UPHP) is currently entering the second year of a Chronic Care Improvement Program (CCIP) focused on the medication adherence of UPHP Advantage and Choice members taking oral diabetic medications, statins or ACE/ARBs. To ensure that providers are cognizant of any adherence issues, the adherence rates for members in these three categories will be distributed to providers on a quarterly basis in 2019.

Some things to consider when you receive this outreach from UPHP:

- Rates are measured in Proportion of Days Covered (PDC)
- Rates are calculated using Medicare Part D prescription claims data
- Less than 80 percent PDC is considered non-adherent
- Common barriers to non-adherence are:
  - Medication cost/formulary comprehension
  - Transportation issues
  - Low health literacy
  - Medication side effects
- Care management should be a strong consideration for patients less than 80 percent compliant

Along with sharing members’ adherence data with providers, UPHP will also focus on medication benefit management related to these medications through provider and member outreach by UPHP pharmacists.

UPHP will also be implementing a CCIP for its MI Health Link members in 2019, concentrating on members with a hemoglobin A1c greater than 9.0. Interventions planned for this project are:

- Member education through the UPHP Diabetes Newsletter
- Additional care coordination
- Provider outreach

UPHP looks forward to continued collaboration with its providers to improve the long-term health of your patients. If you have any questions, please contact Chris R. at UPHP at (906) 226-1907.

Formulary Availability

Several different types of health care coverage are offered by UPHP, including Medicaid, the Healthy Michigan Plan, Children’s Special Health Care Services (CSHCS), dual Medicare/Medicaid (MI Health Link), and commercial Medicare (UPHP Advantage and Choice). Due to the needs and requirements of these different plans, UPHP has three distinct formularies.

1. UPHP Michigan Medicaid/Healthy Michigan Plan/CSHCS Common Formulary
2. MI Health Link Medicare Formulary (dual Medicare/Medicaid coverage)
3. UPHP Advantage and UPHP Choice Formulary (commercial Medicare)

All three formularies can be found in a searchable format on our website at www.uphp.com. The searchable formulary link supplies information on formulary medications, prior authorization criteria, quantity limits, step therapy requirements, gender edits and age limits. For the most recent list of drugs, call Magellan Rx Customer Service at 1-855-380-0275 (TTY: 711) 24 hours a day, seven days a week. You may also call UPHP at 1-906-225-7500.
Online Provider Search

Having difficulty referring Upper Peninsula Health Plan (UPHP) patients? UPHP is here to help! Please refer to our easy-to-use, accurate, and printable provider search tool located on www.uphp.com. You can search by plan, provider type, geographic location, and more. Simply click on “Find a Provider,” which is always located in the upper left hand corner of the UPHP website. Contact providerrelations@uphp.com if you have any questions or concerns.

Provider Registry

Diligent work continues on the launch of the Upper Peninsula Health Plan (UPHP) provider registry and population health management tool, Verscend Provider Intelligence. The platform is projected to go live, with all interested providers trained and with access for use, by summer 2019.

Clinics will have access to:
- All of their primary care provider-assigned UPHP Medicaid and Medicare members
- Member care gaps and quality measurements
- Member risk scores and claims information

Any provider office staff currently registered will be contacted regarding training sessions based on previously identified webinar or on-site preference.

Please contact Teresa Mager at tmager@uphp.com or Alexis Pillion at apillion@uphp.com at UPHP for more information.
Stay Compliant – Know Laws and Regulations

The mission of Upper Peninsula Health Plan (UPHP) is to be an innovative health plan managing the care of our members in the Upper Peninsula guiding them to quality, cost-effective care through our network of providers improving the overall health of the communities we serve. To help fulfill this mission, UPHP employees, providers, agents and governing body must adhere to high ethical standards. Complying with all applicable federal, state and local laws, rules, regulations and contractual requirements is top priority for UPHP.

It is important to understand applicable rules, regulations, requirements and expectations in order to be compliant. UPHP providers should understand the following laws and regulations and how they apply to them:

- False Claims Act
- Anti-Kickback Statute
- Physician Self-Referral Law (Stark Law)
- Social Security Act
- United States Criminal Code

You are responsible to report suspected noncompliance with federal and/or state law as well as Medicare and/or Medicaid program requirements. You may report any suspected noncompliance by contacting UPHP by phone at: 1-800-835-2556 (Toll Free)

Or writing to:
Upper Peninsula Health Plan
853 West Washington Street
Marquette, MI 49855

You may also report possible fraud and abuse by contacting the Michigan Department of Health and Human Services by phone at: 855-MI-FRAUD (643-7283) (Toll Free)

Or writing to:
Michigan Department of Health and Human Services
Office of Inspector General
PO Box 30062
Lansing, MI 48909

You may report anonymously if you choose. UPHP may not retaliate against anyone reporting in good faith. For more information or to access UPHP’s policies on fraud, waste and abuse, please visit www.uphp.com.

New Fitness Center Benefit for UPHP Medicare Advantage Members

As of Jan. 1, 2019, members of Upper Peninsula Health Plan’s (UPHP) Medicare Advantage HMO plans, UPHP Advantage and UPHP Choice, are eligible for a free fitness center benefit at participating fitness centers. This allows them access to the same services and amenities that the fitness center provides under its standard or base membership.

Services vary from one facility to another. Members should contact their local fitness center to see if they participate and what is included.

Members can visit our website at www.uphp.com/medicare or contact UPHP Customer Service to learn more and to list their home fitness center.

To determine if someone is eligible, look for the new logo on the back of their ID card.
UPHP Clinical Advisory Committee Meeting Update

The Upper Peninsula Health Plan (UPHP) Clinical Advisory Committee (CAC) held its quarterly meeting Dec. 5, 2018. CAC members reviewed and approved the following clinical practice guidelines:

- MQIC-Diagnosis and Management of Asthma
- UPHP-Falls
- UPHP-Urinary Incontinence

The CAC reviewed and approved the following utilization-management criteria:

- General Anesthesia for Dental Procedures
- Automated Insulin Pump System

Copies of the UPHP-adopted clinical practice guidelines and utilization management criteria can be downloaded anytime at www.uphp.com/providers.

Utilization management criteria is available by request and can be mailed, faxed, or emailed by calling UPHP at 1-800-835-2556, choose option 2 (providers), then choose option 5 to speak to UPHP Utilization Management staff.

Reducing Inappropriate Emergency Department Dental Utilization

Upper Peninsula Health Plan (UPHP) is currently working on a performance improvement project to decrease emergency department (ED) use for dental issues that could otherwise be treated in the dental office during normal office hours. The project will also focus on increasing utilization of a dental home for preventive care. Initial interventions will strive to increase awareness of the dental benefits available to members based on product line and promote establishment of a dental home.

Please watch for a provider survey that will be sent to primary care providers and dental providers in early 2019. We look forward to gathering provider input from this survey to determine any areas of improvement.

UPHP is happy to assist our members and providers with coordination of dental care; if you have a UPHP member in need of dental care coordination, please call Adele P. at UPHP at (906) 225-4654 or the UPHP Customer Service Department at 1-800-835-2556.