

Colorado Access on the Web
www.coaccess.com

Tip of the Month

Referring members to participating network providers will provide the greatest benefit to members and providers alike. Utilizing our network of contracted providers creates efficiency, cost savings and improved health outcomes. Not sure who those participating network providers are? The online provider search tool provides a quick and easy way to find exactly what you're looking for! Check it out at <https://providers.coaccess.com/ProviderSearch/>

Provider Network Services
PO Box 17580
Denver, CO 80217-0580

pns@coaccess.com

Customer Service:
(303) 751-9021
or 1-888-214-1101

Claims:
PO Box 17470
Denver, CO 80217-0470

Provider Carrier Disputes
(Claim Appeals):
PO Box 17189

Provider information, including claim status and eligibility, can be found on our Web site at:
www.coaccess.com/our-providers

Benefit Highlights

EXPANDED AUDIOLOGY SERVICES

CHP+ offered by Colorado Access covers initial and replacement hearing aides, **with no maximum**, every five years.

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Text4baby

Colorado Access wants to let you know about an exciting new mobile information service called text4baby. An educational program of the National Healthy Mothers, Healthy Babies Coalition (HMHB), text4baby provides pregnant women and new moms with information to help them care for their health and give their babies the best possible start in life. Women who sign up for the service by texting BABY to 511411(or BEBE for Spanish) will receive 3 free SMS text messages each week, timed to their due date or baby's date of birth. These messages focus on a variety of topics critical to maternal and child health: immunization, nutrition, seasonal flu, mental health, birth defects prevention, oral health, and safe sleep. Text4baby messages also connect women to prenatal and infant care services.

Help us spread the word about text4baby to your clients and patients!

Prenatal Program

Members of Child Health Plan *Plus* offered by Colorado Access have access to our Healthy Mom, Healthy Baby Program. This program offers many services to help your patients have a healthy baby, including access to a care manager. Women who are enrolled in the program are contacted throughout their pregnancy and after delivery as needed.

If you have patients who would like to be enrolled in our Healthy Mom, Healthy Baby Program, or if you would like more information on this program, please contact the program coordinator at (720) 744-5540 or toll free at 1-800-511-5010, ext. 5540.

Ultrasound Authorization Rules – For members enrolled in Child Health Plan *Plus* offered by Colorado Access, there is no pre-authorization required for ultrasounds and no maximum limit on the number of ultrasounds that can be performed by a provider contracted with Colorado Access.

Cultural Competency Training

We live in a world filled with people who come from different places and cultural backgrounds. Colorado Access believes these differences should be recognized in order for organizations to be more effective. Therefore, we offer a free cultural competency-training program for providers. Understanding your patients and coworkers will enhance the services you provide and improve the effectiveness of your workplace.

The Colorado Access cultural competency training program is NOT a seminar on race relations and political correctness. Instead it offers a pragmatic approach to understanding and working with differences in the workplace.

For more information, please contact Claudine McDonald at (720) 744-5610.

A Medical Home for ALL Your Needs

A Medical Home is the one office or clinic a member would go to for all their health care needs. The goal of a medical home is to ensure continuous, accessible, and comprehensive access to, and coordination of, care.

Every member benefits from a medical home. As a medical home you can:

- ⇒ Catch little problems before they become big problems
- ⇒ Give advice and help the patient find the right specialists and equipment
- ⇒ Make sure the patient gets all the right medications, exams, screenings, and yearly check-ups to stay healthy

The medical home is an approach to healthcare that ensures that all providers of a patient's care, operate as a team; that families are critical members of that team; and that all team members understand the importance of quality coordinated care.

Get to know your patients. Remind your patients of the importance of yearly checkups and routine appointments.

Alternatives to the Emergency Room

An unnecessary trip to the emergency room can be time-consuming and expensive for our members and the healthcare system. As a Colorado Access provider, there are steps you can take to assist in preventing unnecessary emergency room visits:

- ⇒ Ensure that there are clear after-hours instructions on your outgoing voice message, including access to an answering service (if applicable).
- ⇒ Instruct patients where to access services if you are not available (i.e., Urgent Care providers, partner provider).
- ⇒ Offer same day appointments to patients for urgent symptoms.
- ⇒ Educate patients on what situations warrant an Emergency Room visit.
- ⇒ Promote preventive and well-care appointments to patients.
- ⇒ Instruct patients on all medication that is prescribed.
- ⇒ Coordinate care between all providers that a patient is receiving care from.
- ⇒ Refer patients to Colorado Access' Care Management Program at (720) 744-5124, when they could benefit from extra support and coordination.

If there is a true emergency, it is important for patients to access the nearest emergency room for treatment.



Congratulations!

The University of Colorado Hospital (UCH) was cited as the 8th best academic hospital in the United States by the University HealthSystems Consortium.

The consortium, which bases its rankings on raw clinical and operational performance data, also recognized UCH as a “rising star” among hospitals at its annual Quality and Safety Fall Forum meeting.

The consortium compiles quarterly performance data as a way to help its member hospitals improve their most important clinical and cost-effective processes illuminating best practices which allows others to adopt them.

For more information, please visit <http://www.uch.edu/about/news/2010/uch-among-top-10-academic-medical-centers.aspx>

Improving Chronic Illness Care

It has been found that the use of evidence-based care management processes by physician practices can improve care and reduce costs. Changing the way care is delivered to those with chronic illnesses is an important step providers can take in that direction. According to a study supported by the Commonwealth Fund and published in *Medical Care Research and Review*, on average, physician practices use about half of the recommended evidence based care processes. Those processes most commonly used are disease registries, patient educators, and performance feedback. Higher use in practices was associated with participation in quality improvement programs, having a patient-centered focus, and ownership by a hospital or HMO.

Care management practices that improve quality of care and decrease costs for chronically ill patients have not been implemented fully by physician organizations. External incentives and internal reforms may be what are needed to spur their adoption amongst physician practices or organizations.

If you are interested in reading the full journal article it can be found at **Improving Chronic Illness Care: Findings From a National Study of Care Management Processes in Large Physician Practices** *Medical Care Research and Review* June 2010; Issue 67: p. 301-320, first published on January 6, 2010 doi:10.1177/1077558709353324