

ProviderLink

Introduction to **MLTSS**

Effective July 1, 2014, members receiving Managed Long Term Services and Supports (MLTSS) benefits will be mandated into Medicaid managed care from the Medicaid fee-for-service environment.



This includes members in the following home- and community-based services (HCBS) waiver programs:

- AIDS Community Care Alternatives Program (ACCAP)
- Community Resources for People with Disabilities (CRPD)
- Global Options for Long-Term Care (GO)
- Traumatic Brain Injury (TBI)

Among MLTSS benefits are:

- Assisted Living
- Community Residential Services
- Nursing Facility
- TBI Behavioral Management
- Cognitive Therapy
- Occupational Therapy
- Structured Day Care
- Supported Day Care Service

Medicaid beneficiaries who are residing in Nursing Facilities **prior to July 1, 2014** will remain in Medicaid fee-for-service. Nursing Facility residents who become eligible for Medicaid **after July 1, 2014** will be required to enroll with a managed care plan and will be covered through managed care. Members who are currently residents through Assisted Living and Community Residential Services will transition to managed care **effective July 1, 2014**.

Horizon NJ Health is excited about this new opportunity to improve members' access to healthcare.

Our goal is to encourage members to remain in their homes and communities as long as possible.

A Horizon NJ Health care manager will be assigned to each of our members receiving MLTSS benefits. The care manager will conduct a needs assessment and develop a plan of care. Our care managers will also contact members' providers for input regarding their care plans.

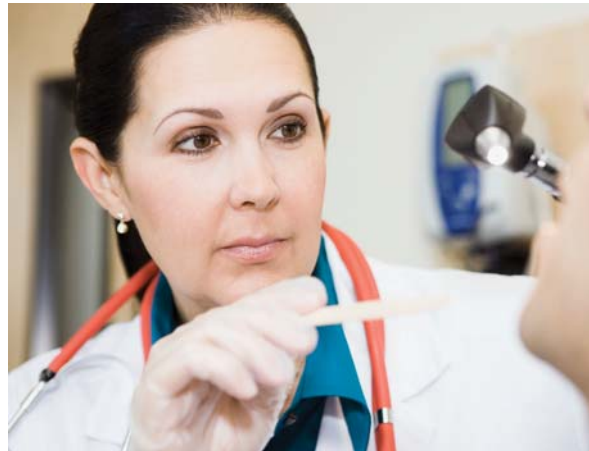
As we move toward the effective date, we are actively recruiting providers who currently serve this population. If you would like to recommend a provider to join our network, please share their information with our Provider Recruitment department at **1-800-682-9094**.

If you have any questions about this change, please contact your Horizon NJ Health Provider Representative.

The Changing Faces and Mouths of Our Members

Please remember to check the **dental health** of adult patients.

Poor periodontal health can be a major factor in and major indicator of systemic illness. Inflamed, swollen and or receded gingiva, exposed roots, loose teeth and visible plaque and/or calculus deposits can all be tell-tale signs of periodontal disease. Adult members who have diabetes or cardiovascular disease and those who are non-ambulatory will benefit the most from proper home care, preventive dental prophylaxis and therapeutic periodontal treatment.



Improvement of periodontal health may lower levels of hemoglobin A1c (HbA1c) in these members. Levels of HbA1c can be influenced by the most common potential site of inflammation in adults' bodies: the gingiva.

Please continue to encourage and educate your Horizon NJ Health members on the **importance of regular dental checkups**. (Dental coverage eligibility is indicated on the member's ID card.) Members showing signs of periodontal disease should visit a dentist. Healthier gingival tissues may lead to better controlled HbA1c.

Consult our online Provider Directory at horizonNJhealth.com to assist your Horizon NJ Health patients in locating a network dentist. You may use the *advanced search function* to locate dentists who offer wheelchair accessibility and treat members with special needs and/or disabilities.

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Let Us Know

If you would like to receive this newsletter and other communications from Horizon NJ Health, please email communications@horizonnjhealth.com.

Please include provider name, NPI, address, phone number and email address in the body of your message.

A Member's Rights



Horizon NJ Health encourages our physicians and health care professionals to freely communicate with our members

regarding available treatment options, including medical treatment, which may or may not be a covered benefit under Horizon NJ Health. To view the full list of rights and responsibilities, please refer to the *Horizon NJ Health Physician and Health Care Professional Manual, section 12.1*.



Provider SPOTLIGHT

Barry M. Kessler, M.D.

Kid's Care Pediatrics, Egg Harbor Township, NJ

There is something to be said, **Dr. Barry Kessler** believes, for settling down in the place you grew up in and becoming the town pediatrician. It's pretty much what he wanted to do when he was a kid growing up on the Jersey Shore.

"I just thought that being a doctor would be a great profession and a great way to help my community," he said.

Dr. Kessler has been practicing since 1980. He established **Kid's Care Pediatrics** in 1982, working as a sole provider until 2012, when he sold the practice to the Reliance Medical Group of Pleasantville.

The son of parents who ran a local grocery, Dr. Kessler said he modeled himself after his family doctor. "Just about everyone went to Dr. Hirsch in town," he said. "I liked his manner. He was personable, compassionate, and we all knew him. He was just a nice man."

After graduating from high school, Dr. Kessler went to the University of Maryland as an undergraduate, and then to Northwestern University Medical School, now the Feinberg School of Medicine, in Chicago. "When I did my rotation during my junior year of medical school, I decided pediatrics was for me," he said.

He continued that emphasis during his residency at the University of Maryland Medical Center in Baltimore. As for every other doctor, residency was a difficult experience. But Dr. Kessler enjoyed the time he spent as a resident.

"I just enjoyed taking care of the kids," he said. "I worked hard, but I truly enjoyed my mentors and the environment. How I practice now is modeled after the people who trained me in my residency."

After Dr. Kessler finished his residency in 1980, he practiced for two years at Brighton Pediatrics in Atlantic City. He struck out on his own in 1982.

Since then, Dr. Kessler said, he has treated two generations of children on the Jersey Shore. "Yes, I have had patients and their children," he said. Maybe in the near future he may treat that child's children. Did he ever expect to be a long-standing community fixture? "No, but that's just how it evolved."

The practice of the pediatrician has also evolved over the years, said Dr. Kessler. "The profession has developed more medically," he said. "Now there are doctors such as me who care for patients on an outpatient basis, and doctors who care for patients in the hospital. Before there was much more overlap, less of a distinction between the two."

As well, said Dr. Kessler, medicine itself has evolved. "We have more diagnostic tests at our fingertips than ever before, and more children with chronic illness who now live than ever before." Two examples of this are congenital heart disease and cystic fibrosis, he said. As well, certain types of pneumonia, epiglottitis and meningitis are no longer factors in his practice as they were when he first started because the Haemophilus influenzae type B (Hib) vaccine has virtually eliminated them, Dr. Kessler said.

Though the concept of the patient-centered medical home has been discussed often recently, Dr. Kessler said he has always made this the focus of his practice.

"That has always been what we have done," he said. "We have all of the central information here, the patient records, the correspondence with specialists and hospitals. The idea is that we have become the central place for our patients' care."

The patient-centered medical home model has also helped Dr. Kessler considerably when dealing with special-needs patients. Though he has many such patients, he doesn't think he has a particularly high number. "I think it's just that there are

more special-needs kids than before," he said. "As we do with other patients, we just make sure we have the resources available to make sure every aspect of their care is well-coordinated."

In addition to another doctor, two nurse practitioners and other staff, Dr. Kessler employs a full-time care coordinator to manage all his patients' dealings with insurance, specialists, and other providers. He is open Monday through Friday, 8:30 a.m. through 5 p.m., but he says he always comes in for a short time Saturdays and Sundays to read faxes and emails containing lab results and other important information concerning his patients.

The ultimate goal of a pediatrician, said Dr. Kessler, "is that a mother comes in with a newborn baby, and when that baby leaves here as an adult they are healthy and have all the skills they need to enter the adult world. If that is what happens, then we have been very successful. And that is what I try for."

Dr. Kessler prides himself on being an independent practitioner, but he said the realities of the business prompted him to sell his practice and become part of a group two years ago. "The finances of an independent office don't work well anymore. That is a significant change in this business."

Dr. Kessler has four grown children, including one who is a practicing physician. After 34 years of practicing, he hasn't considered retiring or even slowing down. "I enjoy working in this community. I have family here, it's a beachside community. I can go out in the street and see people I know, people I've taken care of since they were born. It's a great place to raise a family and a great place to live and work."

"Would I have become a doctor again if I had to do it over again? Absolutely. It's been very rewarding."

Therapeutic Class	Preferred OTC Medications
Non-Sedating Antihistamines	OTC Loratadine (Tablets or Syrup), Loratadine Oral-Disintegrating Tablets (ex Alavert), Loratadine-D
	OTC Cetirizine (Tablets, Chewable Tablets or Syrup), Cetirizine -D
	OTC Fexofenadine, Fexofenadine-D
Intranasal Corticosteroids	Nasacort Allergy 24HR
Proton Pump Inhibitors	Prilosec OTC, Prevacid 24HR, Zegerid OTC
Vaginal Anti-Fungals	OTC Clotrimazole or OTC Miconazole or OTC Tioconazole Vaginal Products
Topical Antiviral	Abreva
Ophthalmic Allergy Drops	Zaditor OTC, Alaway, Generic Naphcon-A, Opcon-A
Most Cough and Cold Products	Examples include Robitussin, Pediacare, Dimetapp and Mucinex
Lice Treatment	Permethrin
Urinary Incontinence	Oxytrol OTC



Over-the-Counter (OTC) Product Availability

One of Horizon NJ Health's goals is to provide affordable healthcare to our members.

As part of this goal, Horizon NJ Health covers several **over-the-counter (OTC) products**

as preferred products in certain therapeutic categories with a prescription. Examples of different OTC classes are listed in table to left.

As an example, **Prilosec OTC** is our preferred Proton Pump Inhibitor (PPI) therapy. Therapy requests for other prescription PPIs will require a prior authorization.

We place great confidence in your clinical decisionmaking and recognize the unique aspects of individual cases. If, for medical reasons, a patient cannot be converted to a formulary alternative, please contact the Pharmacy Department at **1-800-682-9094, extension 81015** to request prior authorization. Office hours are Monday through Friday between 8:00 a.m. and 6:30 p.m., Saturday 8 a.m. to 4:30 p.m., and closed Sunday. A pharmacist is available 24 hours a day, 7 days a week.

The drug formulary can be accessed via the Horizon NJ Health website, horizonNJhealth.com or you can contact Provider Services at **1-800-682-9091** for a copy of the formulary guide.

Formulary Changes

Horizon NJ Health would like to inform you of recent changes to our **pharmacy formulary**.



You can find the drug formulary guide which includes an explanation and listing of step therapy, quantity/age/gender limits, and drugs requiring prior authorization on the Horizon NJ Health Web site horizonNJhealth.com and paper copies are available upon request. Here is a list of recent changes.

If, for medical reasons, members cannot be changed to preferred medications, you may call the Horizon NJ Health Pharmacy Department to request a prior authorization at **1-800-682-9094**.

Formulary Change Description	Brand (Generic) Drug Name	Alternatives (if Applicable)
Formulary	Hycet (hydrocodone/acetaminophen) solution	Motrin (ibuprofen), Naprosyn (naproxen), Lodine (etodolac), Daypro (oxaprozin), Relafen (nabumetone), Voltaren (diclofenac), Mobic (Meloxicam)
Non-Formulary	Ribapak, Ribatab, Ribasphere (ribavirin)	Ribavirin capsules/tablets
Non-Formulary	Timoptic Oculdose (timolol)	Generic Timoptic
Formulary	Sovaldi (sofosbuvir)	
Formulary	Oxytrol over the counter (oxybutynin)	
Non-Formulary	Oxytrol (oxybutynin)	Oxytrol over the counter



For more than two years now, providers, State and Federal government agencies, and other healthcare stakeholders have been working hard to implement the change of code sets from ICD-9 to **ICD-10**.

On March 31, 2014, Congress, with the passage of HR 4302, delayed the implementation of ICD-10 one year, from October 1, 2014 to **no earlier than October 1, 2015**.

Although it is expected that ICD-10 will take effect on that date, the Center for Medicare and Medicaid Services (CMS) has yet to formally announce the new effective date for ICD-10 implementation.

Horizon NJ Health will continue to work with providers throughout 2014 and 2015 toward an efficient and smooth ICD-10 implementation.



After-Hours Availability Study

According to the contract with the State of New Jersey, OB-GYNs and PCPs who are

part of the Horizon NJ Health network must adhere to standards of 24-hour availability; **each physician – or a surrogate – must be available to members 24 hours a day, 7 days a week.** After business hours every physician in the above categories must have an answering machine or answering service available. If an answering service is used, a forwarding number must be available.

Horizon NJ Health's Department of Professional Contracting and Services (PC&S) conducted an audit, mandated by the State of New Jersey and the National Committee for Quality Assurance (NCQA), in which **1757** physician sites (290 OB-GYN, 1,467 PCP) were called after hours. A total of **1,418, or 80.71%** of the practices called returned calls within 30-45 minutes and were deemed to be compliant. **339, or 19.29%** of practices were noncompliant. This represents a **serious decline** from 2012 compliance rates; that year, **only 1.4%** of practices were noncompliant.

When the 340 noncompliant sites were **re-audited** later in 2013, a total of **324, or 95.1%**, were compliant and **16, or 4.71%** remained noncompliant.

As our performance goal for 24-hour access is 100% compliance, and as state regulations require all providers to be compliant with 24-hour access standards, **we are asking you, our providers to work with us to improve compliance.**



Expanded Medicaid Population

Horizon NJ Health is seeking the aid of providers in identifying and locating adult patients newly covered by our managed care organization.

Many of these patients are childless adults whose living situation is, more often than not, transitory.

Horizon NJ Health is hiring **RNs** and **social workers** to manage these patients and coordinate their care, and is identifying agencies, shelters/transitional homes and Federally Qualified Health Centers (FQHCs) where staff can meet with these new members, **many of whom may not have received notice that they are now Horizon NJ Health enrollees.**

With your help we can locate and maintain contact with these patients and help them obtain the care and services they need so that their overall physical and mental health can be improved.

Please call 1-800-682-9094, extension 89385 if you know of a patient in a transitory situation who needs Horizon NJ Health services.

Updating Providers' Demographic Information

It is very important that all providers keep Horizon NJ Health and the members they serve updated about any changes in status or demographic information. **Any change in status** among providers (joining or leaving a practice or network, change in tax ID or address, etc.) should be submitted 30 days before the change takes effect.

Please remember to provide your correct current fax number; accurate fax numbers make it possible for us to quickly send you important correspondence. The *Request for Change of Information Form* is available at horizonnjhealth.com/for-providers/resources/forms. The form should be completed and faxed to **609-583-3004**. Providers can also call the Physician and Health Care Hotline at **1-800-682-9091** to update information.

NJ POLST Form Information

Several updates have been made to New Jersey's **Practitioner Orders for Life-Sustaining Treatment (POLST)** form.

Language was added to **Section E** to improve clarity, and a line has been added to **Section F** to include the practitioner's license number.

Facilities are encouraged to use this new form immediately, but the previous version of the form will still be accepted.

The following questions have also been added to the POLST FAQs:

1. What are the differences between advance directives and POLST?
2. How is POLST handled in institutions that have physician order entry systems, and is POLST a part of that system?
3. What if a patient with a valid POLST form needs to go to the operating room?
4. What about Joint Commission's Standard on not following medical orders if the physician is not credentialed by the facility?

The forms and FAQ can be found at njha.com/quality-patient-safety/advanced-care-planning.



210 Silvia Street
West Trenton, NJ 08628

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horizonNJhealth.com

Horizon NJ Health Professional Relations Representatives Are Available To Assist You

For assistance or a personal visit to your office, contact your Horizon NJ Health Professional Relations Representative at **1-800-682-9094**. All Professional Relations Representatives service Primary Care Physicians (PCPs) and Specialty Care Providers.

Important Numbers You Should Know	
Physician & Health Care Hotline 1-800-682-9091	Prior Authorizations 1-800-682-9094
Utilization Management 1-800-682-9094	Inpatient x 81024
Family Planning 1-800-833-3344	Outpatient Facility Office-based x 81023
Member Services 1-877-765-4325	Home Services x 81025
EDI Claim Submission 1-877-234-4271	Medical Day Care x 89500
Quality Management 1-800-682-9094	Personal Care Assistance x 89500
Website horizonNJhealth.com	Durable Medical Equipment & Medical Supplies x 81017
	Facility PT/OT/ST x 89500

TARA MULLIGAN
(Hudson, Monmouth, Ocean)
1-800-682-9094 x 89254

ABBI BLAIR
(Hunterdon, Mercer, Union)
1-800-682-9094 x 89275

LYNDA JACKSON-SEALY
(Essex, Sussex)
1-800-682-9094 x 89857

JOYCE QUILL
(Burlington, Camden)
1-800-682-9094 x 89348

ELIZABETH DONGES
(Atlantic, Cape May, Cumberland, Gloucester, Salem)
1-800-682-9094 x 89340

AVIS SKIPPER
(Middlesex, Somerset, Warren)
1-800-682-9094 x 89340

JACKIE KARDOS
(Bergen, Morris, Passaic)
1-800-682-9094 x 89874

SANDRA MUSCHETT
Senior Manager, Network Relations
& Contracting
(All Counties)
1-800-682-9094 x 89489

