

ProviderLink

MLTSS Update

On July 1, 2014, Horizon NJ Health officially launched its Managed Long Term Services and Supports (MLTSS) program.

As part of the MLTSS program, members receiving Managed Long Term Services and Supports benefits were mandated into Medicaid managed care from the Medicaid fee-for-service environment.



MLTSS is a managed care delivery system that coordinates long-term services and supports for eligible Medicaid beneficiaries. The goal of MLTSS is to help individuals live as independently and as long as possible in the community, while providing care in a nursing home, if needed, and to focus on comprehensive care needs in the community.

MLTSS isn't designed to replace a member's support system of family, friends and neighbors. MLTSS is designed make it even stronger, offering services to fill the gaps that family and friends can't fill.

The member's Care Management team – member, care manager, providers, family – coordinates services for each member. The member care team (member, care manager, providers) decides together which services are medically necessary.

Services include:

- Personal care (to help with daily activities such as bathing, eating, dressing, etc.)
- Rehabilitation therapies (occupational, physical, speech and respiratory)
- Respite care for caregivers
- Home-based supportive care (such as household chores)
- Specialized medical equipment
- Transportation to and from medical appointments
- Social/senior day care
- Home & vehicle modification
- Home delivered meals
- Mental Health & Addiction Services
- Assisted living
- Community residential services
- Nursing home care

If you have any questions about MLTSS or wish to refer a provider to our MLTSS Provider Network, please call 1-855-777-0123 or contact one of the Horizon NJ Health MLTSS staff members.



Introducing the Horizon NJ Health MLTSS Department Staff

The MLTSS staff at Horizon NJ Health has been working diligently for months to bring the highest level of cooperation and customer service to providers. Below are short profiles of the Horizon NJ Health staffers who have been and will be working most closely with providers to give the best care possible to our members.

Lori Jackson Manager, MLTSS Network Relations

"I am an experienced health care leader with an extensive background in developing provider networks and negotiating hospital, ancillary and provider contract agreements. I currently have over 20 years of experience in the Managed Care environment with four of those years concentrating in Managed Long Term Services and Supports. At Horizon NJ Health I have overall accountability for the MLTSS non-traditional providers. I am proud to represent Horizon NJ Health and excited to see what the future brings as every day is a rewarding one knowing that by the work that is being done here we are able to provide quality care to our members in need."

Phone: 609-718-9887 Email: lori_jackson@horizonblue.com



Marsha Gittens-Lee Manager, MLTSS Network Relations

"I have more than 18 years of management experience in network contracting, development and retention. Before coming to Horizon NJ Health, I served as Manager, Contracting for a major health insurer, where I was responsible for managing ancillary contracting and the oversight of MLTSS expansion. I have a Bachelor of Arts in Psychology and am currently studying for my Master's degree in Business Administration, which I expect to receive in 2015."

Phone: 609-718-9827 Email: marsha_gittens-lee@horizonblue.com

Denice Berrios MLTSS Network Relations Specialist

"I've been working in the health care industry for about more than 13 years now, with two of those years dedicated to MLTSS as a contracting executive for the purpose of building the MLTSS network throughout the state of NJ and providing quality provider relations service. I am currently new to Horizon NJ Health and am very excited about being an MLTSS Network Relations Specialist. I am responsible for the implementation and recruitment of Managed Long Term Services and Supports providers and giving them quality customer service."

Phone: 609-718-9838 Email: denice_berrios@horizonblue.com

Nicole L. Marin MLTSS Network Relations Specialist

"I have worked for over 10 years for different health care providers. I am new to the Horizon NJ Health team, but excited to join the Horizon family as we launch MLTSS. I am proud to represent Horizon NJ Health and excited to see what the future brings. Our members and providers are in the community we share, and it truly is a team effort. We are in this together; we have shared values. I have seen a real emphasis on service, and I am happy to reinforce that. From webinar training seminars to provider outreach calls, every encounter is important. Working for Horizon NJ Health and serving our family members and friends every day is rewarding. All of our hard work will result in a healthier community."

Phone: 609-718-9843 Email: nicole_marin@horizonblue.com

Alicia Corbett MLTSS Provider Relations Coordinator

"I'm Alicia Corbett, MLTSS Provider Relations Coordinator for traditional providers. I have a Bachelor's degree in Communications. I have been working in health care for two and a half years now. I previously worked in the network operations at Horizon NJ Health with a focus primarily on physicians. I am excited to take on this new challenge and learn the ins and outs of Long-Term Care."

Phone: 609-718-9248 Email: alicia_corbett@horizonblue.com

Jose "Joe" Rodriguez MLTSS Network Relations Specialist

"I joined Horizon NJ Health this May as an MLTSS Network Specialist for traditional providers. I have more than five years of experience in Long Term Care Services and over 20 years in Medicaid Managed Care. My current responsibilities at Horizon NJ Health entail all aspects of contracting and support for our MLTSS traditional providers. I work with nursing facilities, PCA providers, assisted living services/programs, and TBI Behavioral Management, just to name a few. I look forward in providing great customer service to our providers to make sure they provide the best quality care to our members."

Phone: 609-718-9885 Email: joe_rodriguez@horizonblue.com

Courtney White MLTSS Provider Relations Coordinator

"My name is Courtney White, MLTSS Provider Relations Coordinator for non-traditional services. I have Bachelor of Science in Organizational Management and Health Administration, an MBA in Healthcare Management, and over 12 years of experience in the healthcare industry, specifically in Managed Care. I have been with Horizon since May 2014. As the MLTSS Provider Relations Coordinator, my responsibilities include ensuring our providers are contracted, facilitating education and orientations, maintaining provider satisfaction, and provider complaint resolution. My main goal is to make sure the providers are well informed, and to be their go-to person with any questions, comments or concerns, while maintaining provider quality that our members deserve."

Phone: 609-718-9837 Email: courtney_white@horizonblue.com

Open Enrollment Reminder



New Jersey Medicaid and NJ FamilyCare members can **change their health plan for any reason** during the annual **Open Enrollment Period** from **October 1 through November 15**. If a member chooses a new plan during Open Enrollment, the start date will be **January 1, 2015**.

Members who are satisfied with their current plans do not have to do anything.

Table of Contents

Managed Long Term Services and Supports (MLTSS) Update
Page 1

Introducing the Horizon NJ Health MLTSS Department Staff
Page 2

Open Enrollment Reminder / Flu Season is Coming Soon
Page 3

Please Refer Members To Network Providers / New MedTox Contact Information / Vaccines for Children (VFC) Changes
Page 4

NaviNet Care Gaps Updates / Always Treat Patients With Courtesy and Respect
Page 5

Formulary Changes / Over the Counter (OTC) Product Availability
Page 6

Provider Spotlight – Dr. Frank S. Ciminello
Center for Facial Restoration and Reconstruction, Hackensack
Page 7

Horizon NJ Health Professional Relations Representatives Are Available to Assist You / Important Numbers You Should Know
Page 8

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.

Flu Season is Coming Soon

We encourage our members to be vaccinated to prevent the flu.

- Members can get their flu vaccine from their PCPs.
- In addition to their PCP, members age 19 and older who have Horizon NJ Health as their primary insurer can now visit local, participating certified pharmacies to get their flu shots as a way to increase access to the vaccine. For a listing of participating certified pharmacists, visit the Horizon NJ Health website: horizonnjhealth.com/memberannouncements/
- Members can choose to have the vaccine administered on site by a certified pharmacist, nurse practitioner, or physician assistant.
- Members are encouraged to get their flu shot before January, but are informed of the vaccine's availability throughout flu season.



The flu season usually begins in the fall and can last as late as May.

Please Refer Members To Network Providers



We would like to gently remind all providers to refer their Horizon NJ Health patients to **network providers only**.

It is important for the sake of efficiency for us and for your practice to send them to hospitals, specialists, or groups

that are participating in our network.

For claims to be processed, referrals, when required, are necessary. Referrals can be generated and reviewed by both the referring to and from providers by utilizing the features on **NaviNet.net**.

We would also like to remind you that Horizon NJ Health **does not authorize retroactive requests** for non-emergent services performed by non-participating providers.

New MedTox Contact Information

In accordance with New Jersey state law, every child between the ages of 6 months and 6 years is required to be tested and/or risk-assessed for lead poisoning every year.

Horizon NJ Health has been working with MedTox Laboratories to make these in-office lead testing systems available to providers.

MEDTOX MedTox was recently acquired by **LabCorp**, and as a result its email system was changed to reflect the purchase. **As a result, some providers have been unable to contact MedTox.** To reach MedTox, please email **Joe Huffer** at **hufferj@labcorp.com** or use the information below:

MedTox Clinical Client Service Team
(877) 474-5767
mtxclinicalcs@labcorp.com

If you have any questions, contact our Lead Case Management department at **1-800-682-9094**. For more information on MedTox, visit **<http://www.medtox.com>**.

Vaccines for Children (VFC) Changes

Effective July 1, 2014, the **Vaccines for Children (VFC)** program **no longer provides vaccines for members enrolled in NJ FamilyCare B, C, and D.**

VFC continues to provide vaccines for **NJ FamilyCare A members only**.

For members in B, C, and D, providers must obtain all vaccines from traditional market sources and administer them to members, and Horizon NJ Health

will reimburse providers for the vaccines and the vaccine administration.

These members will no longer receive vaccines through VFC.

If your office cannot independently obtain the necessary vaccines, you can give a prescription to a member and administer the vaccine after obtaining it – only with prior authorization – through the member's prescription coverage.

For authorization, please contact the Pharmacy Department at **1-800-682-9094**. You can verify eligibility for VFC by checking **NaviNet.net**.

If you have more questions or have not yet received notice of this amendment, please call Provider Services at **1-800-682-9091**.



NaviNet Care Gaps Updates

NaviNet’s online **care gap reporting** feature, which allows providers to pull reports showing detailed gaps in care among their patients, has **new reports** available.

These care gap reports provide easier access to patients’ clinical information and help to ensure that they receive any required screening tests or exams. Reports are updated monthly, and primary care providers can run their Horizon NJ Health patients’ reports at any time.

Several of these reports available are based on HEDIS specifications.

The following care gap reports are now available for viewing online:

- Comprehensive Diabetes Care – Eye Exam
- Comprehensive Diabetes Care – HbA1C < 8%
- Comprehensive Diabetes Care – LDL < 100 mg/dL
- Adolescent Well-Care Visits
- Annual Dental Visits
- Well-Child Visits (First 15 months of life)
- Well-Child Visits (3rd – 6th year of life)
- Childhood Influenza Immunizations
- Childhood Immunizations – Combo 2
- Lead Testing
- Adult Access to Preventive/ Ambulatory Health Services
- Breast Cancer Screening
- Cervical Cancer Screening
- Child and Adolescent Access to Primary Care Physician (PCP)
- Colorectal Cancer Screening
- Emergency Room Visits
- Avoidance of Antibiotic Treatments in Adults with Acute Bronchitis
- Use of Imaging Studies for Lower Back Pain
- Use of Appropriate Medications for People with Asthma



To access care gap reports, log in to NaviNet via horizonNJhealth.com.

Click **Report Inquiry** on the left hand side of the screen, then click **Clinical Reports**.

If there is a care gap, a pop-up will appear when you perform an eligibility verification transaction. If you click the pop-up, the details of the care gap will be displayed.



The news of the day is often stressful, and everyone’s busy schedule means we are all pressed for time.

There is less time for members to carve out of their daily routines for appointments with their physicians, and physicians, being busier than ever, have less time for treating patients and managing their practices.

Remember, though, that the members, your patients, are very important to us. Sometimes members have

Always Treat Patients With Courtesy and Respect

These are challenging times for providers and patients alike.

chronic conditions that are hard to keep ahead of and they often lead **stressful lives** that adversely affect their mood. Also remember that communicating and interacting with your patients in a respectful manner will ultimately be beneficial to their health. Making sure patients maintain their dignity and feel safe and trusting of their health care provider improves prescription medication compliance and, ultimately, quality health outcomes. Patient compliance with treatment recommendations always improves when physicians take the time to sit face-to-face with their patients and speak with them about their conditions. Positive encounters such as these encourage your patients to take a more active role in managing their own health.

When we treat our patients with consideration and respect, their health outcomes improve immeasurably.

Formulary Changes



Horizon NJ Health would like to inform you of recent changes to Horizon NJ Health’s 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 horizonnjhealth.com, and paper copies are available upon request.

Here is a list of changes.

Formulary Change Description	Brand (Generic) Drug Name	Alternatives (if Applicable)
Non-Formulary	Android (methyltestosterone)	Androderm, Androgel 1%
Non-Formulary	Testred (methyltestosterone)	Androderm, Androgel 1%
Non-Formulary	Neupogen (filgrastim)	Granix
Formulary	Granix (tbo-filgrastim)	
Formulary	Olysio (simeprevir)	
Formulary	Nymalize (nimodipine)	

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.

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 our preferred products in certain therapeutic categories with a prescription.

Examples of different OTC classes are listed below.

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

Horizon NJ Health places great confidence in your clinical decision making and recognizes 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.

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

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

Therapeutic Class	Preferred OTC Medications
Ophthalmic Allergy Drops:	Zaditor OTC, Alaway, Generic Naphcon-A, Opcon-A
Artificial Tear Drops:	FreshKote, HypoTears, Refresh Classic, Clear Eyes Natural Tears, Celluvisc, Gen Teal, Optive, Refresh Liquigel, Refresh Optive Advanced, Refresh Plus, Refresh Tears, Tears Naturale Free, Bion Tears, Gen Teal, Gen Teal Mild, Gen Teal Mild to Moderate, Isopto Tears, Natural Balance Tears, Tears Again, Bausch and Lomb Advanced Eye Relief, Bausch and Lomb Moisture Eyes, Bausch and Lomb Soothe, Alcon Soothe Hydration, Systane, Systane Balance, Systane Ultra, Clear Eyes maximum strength, Refresh P.M., Refresh Lacri-Lube, Blink tears
Most Cough and Cold Products	Examples include Robitussin, Pediacare, Dimetapp and Mucinex
Lice Treatment	Permethrin
Urinary Incontinence	Oxytrol OTC

Provider SPOTLIGHT

Dr. Frank S. Ciminello

Center for Facial Restoration and Reconstruction Hackensack, NJ

Dr. Frank Ciminello can change the way someone looks with a few flourishes of his scalpel and other surgeon's tools. But it's what his work can do for the outlooks of his young patients and, significantly, the people that patient will encounter the rest of their lives that is just as important.

Dr. Ciminello practices at **The Center for Facial Restoration and Reconstruction** in Hackensack. He is also section chief of craniofacial and pediatric plastic surgery at the **Hackensack Medical Center** and director of craniofacial surgery at the **University of Medicine and Dentistry of New Jersey**.

A high percentage of his managed care patients are children who need craniofacial surgery and general pediatric plastic surgery, he said. It is very important, Dr. Ciminello said, to be able to perform surgical procedures that correct congenital conditions such as cleft palate or other facial deformities. The spectrum of his practice includes managing unusual head shapes including those due to fused sutures, congenital ear abnormalities, birth defects of the lip and palate, head and neck trauma and cancer repairs.

"For a child who is psychologically and socially normal, but has a condition such as a cleft lip, that condition can be something of an anchor, weighing them down, as they progress through life," said Dr. Ciminello. "The beauty of my practice as a reconstructive plastic surgeon is that we can remove the social stigmata and normalize that child's outward appearance...and that can help the child realize his or her potential, which is limitless...I think it is a tremendous privilege to have the ability to give that gift to a kid."

Dr. Ciminello grew up in West Milford, New Jersey. His parents and all of his siblings were born in Italy – he is the first American-born member of his immediate family.

Dr. Ciminello said he was a finance major in college (Fairfield University in Connecticut). He later began adding premed classes to those he needed for his major in finance. He liked the courses so much that he decided to enroll at New York Medical College and work toward a doctorate in physiology.

While doing that work, he decided to switch to medical school. And after finishing, Dr. Ciminello decided that he wanted to become a surgeon. During his general surgery residency at St. Luke's-Roosevelt Hospital in Manhattan, he met a surgeon, **Dr. Peter Costantino**, who specialized in head, neck and facial surgery. "I found it fascinating," said Dr. Ciminello, who still considers Dr. Costantino a mentor to this day.

After his residency and three years of plastic surgery training in Florida and California, Dr. Ciminello, who is board certified in plastic surgery, has been working in his practice since 2008.

He sees plastic surgery, especially when children are involved, as something of a calling. In popular culture, a plastic surgeon is often seen as part doctor, part artist. As someone who can and does perform cosmetic procedures, Dr. Ciminello is certainly aware of that perception. But he sees a higher responsibility in a plastic surgeon's work as well.

"Am I artistic? Some people may say so. I just think I am passionate about what I do. I guess that I could say that I am able to help children a little more than someone who may not have this knowledge and this passion."

As well, Dr. Ciminello said, the patient receiving care is just one of the people he has to treat. "I'm not just treating a child – I'm treating that child's family as well. They're bringing their child to me to help. That is a jaw-dropping level of trust that the parent is giving to me – they are entrusting me with their most prized possession."

Another important aspect of Dr. Ciminello's practice as a plastic surgeon is the work he does on medical missions abroad. Every year, Dr. Ciminello travels to Colombia and the Indian Ocean island of Mauritius to participate in medical missions. While in these countries, he performs surgical procedures on many children over a weeklong stay.

Dr. Ciminello has been traveling to Colombia each year since 2007, he said; he has worked with "hundreds" of patients there. He added Mauritius to his mission schedule the following year.

It is very important, he said, for a doctor to be able to return to the same places for medical missions year after year.

"It is irresponsible to go on a medical mission once, treat a child, leave after a week, and have no more interaction with that patient after that. So I go back year after year and see the kids I saw the year before. All follow-up I provide is just as I would do for a child here in the United States...You really need to go back year after year."



210 Silvia Street
West Trenton, NJ 08628

Horizon NJ Health is part of the Horizon Blue Cross Blue Shield of New Jersey enterprise, an independent licensee of the Blue Cross and Blue Shield Association.
© 2014 Horizon Blue Cross Blue Shield of New Jersey. Three Penn Plaza East, Newark, NJ 07105



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	Utilization Management 1-800-682-9094 Inpatient x 81024 Outpatient Facility Office-based x 81023 Home Services x 81025 Medical Day Care x 89500
Member Services 1-877-765-4325	Personal Care Assistance x 89500
EDI Claim Submission 1-877-234-4271	Durable Medical Equipment & Medical Supplies x 81017
Quality Management 1-800-682-9094	Facility PT/OT/ST x 89500
Website horizonNJhealth.com	

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

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

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

JOYCE QUILL
(Burlington, Camden)
1-800-682-9094 x 89498

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

AVIS SKIPPER
(Middlesex, Morris, Somerset, Warren)
1-800-682-9094 x 89408

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

