

pehp

Public
Employees
Health
Program

provider news

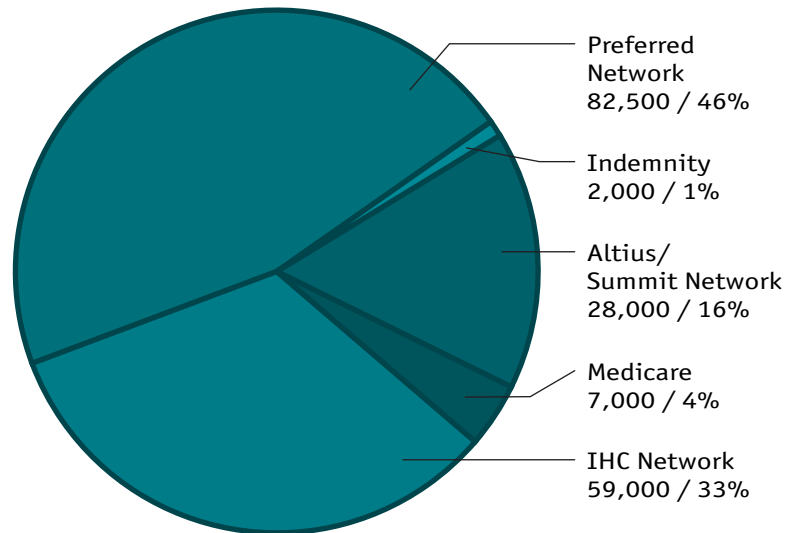


Public Employees Health Program (PEHP) is a non-profit, self-funded trust, which is managed by the Utah State Retirement Board. PEHP began in 1961 as the Group Insurance Division of the Utah State Department of Finance with benefits administered by a commercial insurer. Group Insurance was made a division of the Utah Retirement Systems in 1976. In 1977, PEHP began the self-administration of claims.

Membership

PEHP continues to provide benefits for employees of the State of Utah, Salt Lake County, Salt Lake City, Jordan School District, and dozens of other public entities and school districts within the state of Utah. Total membership under all of PEHP's medical plans is currently 178,500; of which 11,542 are Children's Health Insurance Program (CHIP) Preferred Care members and 11,576 are CHIP IHC Network members.

*Membership in
PEHP Medical Plans*



Did You Know?

On PEHP's website—www.pehp.org—the following are available:

Provider Lists • Plan Summaries • Information on Updating Provider Addresses • Provider Newsletters • Master Policies

The PEHP Advantage Provider Network list will be available on July 1, 2004.

Provider lists are continually updated. If any information is incorrect on these lists, please contact the appropriate Provider Relations Specialist for your geographical area or specialty.

Electronic claims submission greatly reduces errors and increases timely reimbursement. Faxing slows down the adjudication process.

88% of PEHP's imaged claims are processed within ten working days.

95% of PEHP's electronically transmitted claims are processed within five working days.

2004 HCPCS/CPT codes are effective January 1, 2004. Codes deleted at the end of 2003 will be accepted through March 31, 2004.

Member eligibility, claims history and claims payment may be accessed online at PEHP's website. An Electronic Trading Partner Agreement must be executed to permit this access. If you have not signed an agreement and wish to access this information, please contact your Provider Relations Specialist.

Updates For 2004

Fee Schedule Update

(Effective April 15, 2004)

This fee schedule is applicable to those providers whose current fee schedule is based on the Resource Based Relative Value System (RBRVS) with the following conversion factors:

Evaluation and Management	\$40.00
Medicine	\$40.00
Surgery	\$43.00
Radiology	\$50.00

On April 15, 2004, PEHP will be updating to the 2004 RBRVS. The 2004 conversion factors will be as follows:

Evaluation and Management	\$41.00
Codes 99281 to 99285	\$50.00
Codes 99291 to 99299	\$50.00
Medicine	\$40.00
Surgery	\$47.00
Radiology	\$50.00

The 2004 fee schedule reflects an average increase of 5% from the 2003 fee schedule. The 5% increase is based on the total number of occurrences of the most frequently billed procedure codes.

Anesthesia's conversion factor will increase to \$37 per 12-minute unit. This reimbursement is based on basic unit values as listed in the 2003 American Society of Anesthesiologists (ASA) Relative Value Guide. This represents an increase in reimbursement of 6.5%.

Lab/Pathology	115% of Medicare
"J" Codes (injectables)	80% of billed charges
"A" Codes	90% of billed charges

For procedures with no relative value units or PEHP established fee, the provider will be compensated at 70% of billed charges.

A sample fee schedule is available by contacting your Provider Relations Specialist.

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Updates for 2004 *(continued from page 2)*

Mid-level Provider Reimbursement

Effective April 15, 2004, mid-level providers will be reimbursed at 85% of PEHP's fee schedule. Certified Registered Nurse Anesthetists (CRNAs) will be compensated at \$34.75, based on ASA, per 12-minute unit.

A New PEHP Provider Network

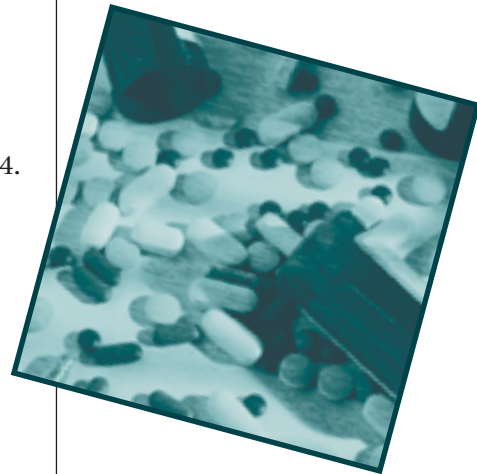
Over the past several months, PEHP has been in the process of developing an IHC-based provider network for a new plan (PEHP Advantage Care) which will be offered beginning July 1, 2004. You may have recently been asked to sign a new contract or an amendment to your existing PEHP Provider Agreement enabling you to participate in PEHP's Advantage Provider Network.

If you did not receive an amendment or contract, it is important to note that you will **not** be considered a participating provider in the PEHP Advantage Provider Network.

Why is PEHP developing a new provider network? Over the past six years PEHP has leased a provider network from IHC for the PEHP Exclusive Care Plan.

However, PEHP's network access agreement with IHC for this plan will terminate December 31, 2004. PEHP will be offering the new plan—PEHP Advantage Care—in place of PEHP Exclusive Care as employer groups begin renewing their policies in July 2004.

The PEHP Advantage Provider Network will consist mainly of IHC facilities and providers who have privileges at an IHC facility. The member's identification card will specifically indicate PEHP Advantage Care and will also have IHC's logo on the card. If you have any questions regarding your participation status on any of PEHP's provider networks, please contact the Provider Relations Specialist for your area at 800-677-0457.



Amendment to PEHP Master Policy

Effective July 1, 2003, off-label drugs (FDA-approved drugs used for indications other than those specified on the FDA-approved labeling) will not be excluded as long as the treating providers provide evidence to PEHP that the off-label drugs for the prescribed indication are included in one of the following compendia:

- American Hospital Formulary Service—Drug Information (AHFS-DI)
- United States Pharmacopeia—Drug Information (USP-DI).

Pre-authorization

All "J" codes (injectables) over \$750 now require pre-authorization by calling PEHP Customer Service at 801-366-7555 or 800-765-7437.

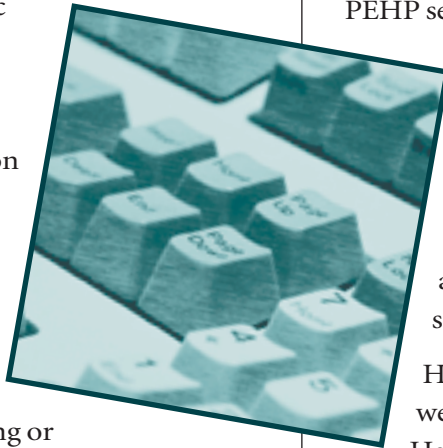
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Updates for 2004 *(continued from page 3)*

Health Care Claims Payment Electronic Remittance Advice

Health Insurance Portability and Accountability Act of 1996 (HIPAA)-compliant electronic remittance advice is now available to providers. This electronic transaction is an explanation of benefits which enables auto-posting remittance for the provider, thus eliminating the need for re-keying or dual-entry of data. The HIPAA version of the remittance will also allow for electronic remittance of Coordination of Benefits (COB) claims.

For HIPAA compliant software, training, and education, please contact the Utah Health Information Network (UHIN) at www.uhin.com or 801-466-7705. Please contact PEHP's Electronic Data Interchange (EDI) Department at 801-366-7544 for testing and set-up of this transaction.



PEHP Launches Weight Management Pilot Program

PEHP recognizes the immediate need for health plans to become proactive in providing services to overweight members.

Claims data recently reviewed by PEHP has shown medical care costs for obese patients are significantly greater than the costs for non-obese patients. For hospital and outpatient care, the costs are 36% higher. Medication costs are 77% higher.

In February 2003, PEHP conducted an assessment to begin identifying services that would assist members to lose weight.

PEHP sent a letter to all members requesting their participation in a telephone survey providing they met certain weight criteria. In response to this letter, many members who met PEHP weight criteria contacted PEHP to participate in the survey. Based on members' interest in services to lose weight and in an attempt to address the substantial increase in health care costs related to obesity, PEHP has developed an innovative pilot program to determine cost-effective services it can provide to members with weight loss needs.

Healthcare professionals and agencies who are providing weight loss services and support for this program include Healthy Utah, The Apple Program, Weight Watchers, and Weight Concepts (a weight management program offered through IHC). PEHP has agreed to reimburse members for the cost of these and other services to support weight loss under this pilot program. Other benefits to support weight loss and encourage physical activity may be added at a later date.

Enrollment for this pilot program closed on December 31, 2003 with 106 members joining. All who enrolled are receiving weight loss counseling through the Apple Program. 20% of the participants are receiving counseling on personal problems through the State of Utah's Employee Assistance Program, 35% are participating in structured weight loss programs such as Weight Watchers, and 25% are enrolled at gyms or health spas.

The pilot program will be evaluated in November 2004 to determine whether participants were successful in losing weight and if the program increased their quality of life. With this information, PEHP will be able to determine future weight loss services that can be offered to all members.

Children's Health Insurance Program (CHIP) Copayments

COVERED BENEFITS	COPAYMENTS—PLAN A	COPAYMENTS—PLAN B
Deductible	None	None
Pre-existing Conditions	None	None
Inpatient Hospital <i>Requires Pre-notification</i>	\$3 copayment	10% of fee schedule
Inpatient Physician	\$3 per visit	\$15 per visit
Surgeon	No copayment	No copayment
Anesthesia	No copayment	No copayment
Outpatient Hospital/Surgical Facility	\$3 copayment	10% of fee schedule
Office Visit or Urgent Care Visit	\$3 per visit	\$15 per visit
Well Child Exams/Immunizations	No copayment	No copayment
Chemotherapy/Radiation Therapy	10% of fee schedule	10% of fee schedule
Diabetic Supplies	Must be obtained through the pharmacy card Rx Selections formulary	Must be obtained through the pharmacy card Rx Selections formulary
Dialysis	10% of fee schedule	10% of fee schedule
Eye/Vision Exams	No copayment up to \$30 per plan year	No copayment up to \$30 per plan year
Physical/Occupational/Chiropractic Therapy	\$3 copayment (16 visits maximum per plan year)	\$15 copayment (16 visits maximum per plan year)
Diagnostic Testing/Laboratory <i>Less than \$50</i> <i>\$50 or more</i>	\$1 copayment \$2 copayment	\$5 copayment 10% of fee schedule
Diagnostic Radiology <i>Less than \$100</i> <i>\$100 or more</i>	\$1 copayment \$3 copayment	\$5 copayment 10% of fee schedule
Emergency Room	\$3 copayment	\$35 copayment
Emergency Room Physician	No copayment	No copayment
Home Health and Hospice (if in lieu of hospitalization) <i>Requires Pre-authorization</i>	No copayment	No copayment
Medical Equipment (General) <i>DME of \$750 or More</i> <i>Requires Pre-authorization</i>	No copayment	20% of fee schedule
Inpatient Mental Health and Substance Abuse <i>Requires Pre-authorization</i>	\$3 copayment 30-day maximum per plan year for Mental Health and Substance Abuse combined	10% of fee schedule, first 10 days; 50% of fee schedule, next 20 days 30-day maximum per plan year for Mental Health and Substance Abuse combined
Outpatient Mental Health and Substance Abuse	\$3 copayment per visit Up to 30 visits per plan year for Mental Health and Substance Abuse combined	50% of fee schedule Up to 30 visits per plan year for Mental Health and Substance Abuse combined

Referrals from a Contracted Primary Care Provider are not necessary. However, failure to see a Contracted Provider will result in the denial of benefits. Failure to obtain pre-notification/pre-authorization may also result in the denial of benefits.

Provider Relations Specialists

PEHP's provider networks are divided into three territories. Territory assignments are based on the provider's physical location and/or specialty and are managed by a Provider Relations Specialist who will not only address provider issues but will also provide education on PEHP's policies and/or benefits. Please contact the appropriate Provider Relations Specialist for your territory at the numbers listed below.

Please note that January Hausknecht is the new Provider Relations Specialist who has replaced Julie Newman.

Territory #1

SELENA JOHNSON, Provider Relations Specialist
 Phone: 801-366-7511 or 800-677-0457, option #1
 Fax: 801-245-7511 / E-mail: selena.johnson@pehp.org

Specialty

All Laboratories—In- and Out-of-State

In-State

- Box Elder County
- Cache County
- Davis County
- Morgan County
- Rich County
- Salt Lake County
(North of 100 South, including 100 South)
- Summit County
- Tooele County
- Weber County

Out-of-State

- Colorado
- Idaho
- Nevada
(Wendover Only)
- Wyoming

Territory #2

KEVIN MORF, Provider Relations Specialist
 Phone: 801-366-7753 or 800-677-0457, option #5
 Fax: 801-245-7753 / E-mail: kevin.morf@pehp.org

Specialty

All DME, Home Health, Prosthetics and Orthotics—In- and Out-of-State

In-State

- Daggett County
- Duchesne County
- Salt Lake County
(South of 100 South, excluding 100 South, and east of I-15)
- Uintah County
- Wasatch County

Out-of-State

- Delaware
- District of Columbia
- Florida
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Montana
- South Carolina
- South Dakota
- Vermont
- Virginia
- Washington
- West Virginia
- Wisconsin



Territory #3

JANUARY HAUSKNECHT, Provider Relations Specialist
 Phone: 801-366-7721 or
 800-677-0457, option #2 / Fax: 801-245-7721
 E-mail: january.hausknecht@pehp.org

In-State

- Beaver County
- Carbon County
- Emery County
- Garfield County
- Grand County
- Iron County
- Juab County
- Kane County
- Millard County
- Piute County
- Salt Lake County
(South of 100 South, excluding 100 South, and west of I-15)
- San Juan County
- Sanpete County
- Sevier County
- Utah County
- Washington County
- Wayne County

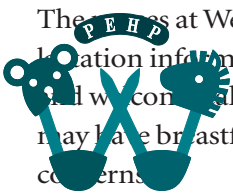
Out-of-State

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Connecticut
- Georgia
- Hawaii
- Nebraska
- Nevada (*not including Wendover*)
- New Hampshire
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Rhode Island
- Tennessee
- Texas

WeeCare Program

The WeeCare program offers quality pregnancy support and services. Incentives for participation include a choice of books, free prenatal vitamins if enrolling before 28 weeks, and a rebate (\$100 if enrolled before 14 weeks and \$50 if enrolled between 14 and 28 weeks).

The PEHPs at WeeCare also provide location information and welcome calls from new mothers who may have breastfeeding questions or concerns.



WeeCare appreciates provider referrals to the program and the opportunity to assist women and their families in having a healthy, rewarding and informed pregnancy.

For information or to enroll, call 801-538-9943 or 800-662-9660. Online information is found at www.health.utah.gov/rhp/weecare or www.pehp.org.

The Medical Director's Prescription

Rx Recommendations for Screening for Diabetes in Adults and Pregnant Women

By the U.S. Preventive Services Task Force

The U.S. Preventive Services Task Force (USPSTF) has recommended that adults with high blood pressure or high cholesterol be screened for type 2 diabetes (insulin-resistant diabetes) as part of an integrated approach to reduce cardiovascular disease, but has concluded that further research is needed to determine whether widespread screening of the general adult population would improve health outcomes. In a separate recommendation, the Task Force found insufficient evidence to recommend for or against routine screening for gestational diabetes in asymptomatic pregnant women.

The recommendations on screening for type 2 diabetes are published in the February 2003 issue of the *Annals of Internal Medicine*. The gestational diabetes recommendation is published in the February 2003 issue of the *Journal of Obstetrics and Gynecology* (also known as "The Green Journal"). They may be viewed at www.ahrq.gov/clinic/uspstfix.htm.

Participating Laboratories with PEHP

The following laboratories are currently participating in the PEHP Preferred Provider Network:

- Community Lab
- Dynacare Labs Northwest
- IHC Laboratories
- Labcorp
- Medical Drive Laboratory
- Microculture Inc.
- Quest Diagnostics
- Pathology Associates Medical Laboratories
- Tricore Reference Laboratories

The following laboratories will be participating in the PEHP Advantage Provider Network:

- IHC Laboratories
- Labcorp

Public Employees Health Program

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SPRING 2004

REMINDER

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An Open Invitation

**Does your office staff need
training on any of PEHP's policies,
procedures and/or benefits?**

**We would be happy to
visit your office. Please call
Provider Relations to schedule
an appointment.**

Who To Call

<i>PEHP Customer Service</i>	801-366-7555 or 800-765-7347
<i>Utah Local Government's Trust Customer Service</i>	801-936-6400 or 800-748-4440
<i>Inpatient Mental Health/ Substance Abuse Authorization</i>	800-541-9432
<i>PEHP EDI Hotline</i>	801-366-7544 or 800-677-0457
<i>PEHP Provider Relations Staff</i>	
<i>Selena Johnson</i>	801-366-7511 or 800-677-0457, option #1
<i>Kevin Morf</i>	801-366-7753 or 800-677-0457, option #4
<i>January Hausknecht</i>	801-366-7721 or 800-677-0457, option #2
<i>Beryle Bird</i>	801-366-7795 or 800-677-0457, option #3
<i>Alicia Sylvies</i>	801-366-7794 or 800-677-0457, option #5