



The Network News

Volume 3, Issue 4

July, 2002

Quote of the Month

"The majority of men meet with failure because of their lack of persistence in creating new plans to take the place of those which fail."
-Napoleon Hill

**ATTENTION:
CHNCT PRACTITIONERS**

The following names of participating CHNCT providers are missing from the new Provider Directory. A notice has been mailed to all CHNCT members, providers and practitioners, listing the missing locations.

- Ralphola Taylor Health Center, Bridgeport
- Hospital of St. Raphael, New Haven
- Yale-New Haven Hospital, New Haven
- Waterbury Hospital, Waterbury

We apologize for this inconvenience. Please call Provider Relations at 1-800-440-5071 to verify participation status of any provider or practitioner.

Important Numbers

Main Number
203-237-4000

Provider Relations
800-440-5071
Fax: 203-639-1069

Member Services
800-859-9889
Fax: 203-630-7990

Care Management
800-440-5071
Fax: 203-639-0719

Claims
800-440-5071
Fax: 203-630-7990

BeneCare Dental
800-843-4727

Magellan Behavioral Health
800-626-5907

Visit us on the Web:
www.CHNCT.org

CHNCT Smoking Cessation Program

CHNCT covers all formulary and over-the counter (OTC) smoking cessation products for both HUSKY A and B members (according to their benefits plan) with the required prescription from you as their practitioner for both formulary and OTC products. Prior authorization is not required for any smoking cessation therapies.

Please encourage your patients to stop smoking

Covered Smoking Cessation Products			
Product		Dosage Package Size	
Nicotine Transdermal Systems	Habitrol	21 mg/24 hrs	#30
	Nicoderm	21 mg/24 hrs	#14
	Nicotrol	15 mg/16 hrs	#42
Nicotine Polacrilex Chewing Gum	Nicorette	2 mg	#108
		4 mg	#108
Nicotine Nasal Spray	Nicotrol Nasal Spray	0.5 mg/inhalation 10 ml	
		160 sprays/bottle	
Non-Nicotine Products	Bupropion	150 mg	#60
	Wellbutrin	75 mg & 100mg	#100
	Wellbutrin SR	150 mg	#60

Lead Screening

The Connecticut Department of Public Health recommends universal lead screening for children in Connecticut. For children in Medicaid, the EPSDT program mandates:

- Lead risk assessment beginning at **six months** of age
- Blood lead tests for all children in Medicaid at **12 months** and at **24 months** of age
- Children up to **72 months** of age who have not previously been screened should also be tested.

***** **CONNECT Card and CHNCT Member ID Card** *****

The DSS **CONNECT Card** and the **CONNECT Child Card** is issued to all Medicaid eligible recipients once they qualify for the State of CT Medicaid Program. These cards are not to be mistaken for a **CHNCT Member Identification Card**. If a Medicaid recipient presents this card for services at your office, you must inform them this is not their MCO Identification card. They must present the appropriate card. Eligibility must be checked with CHNCT (for CHNCT members) prior to rendering the service or submitting the bill for payment. Having a CONNECT Card does not automatically qualify anyone for services with CHNCT or any other Medicaid Managed Care Organization.

NEW INFORMATION MAILING

A recent mailing was done to all CHNCT participating providers and practitioners which included the following:

- New CHNCT Pharmacy Drug Formulary booklets outlining the new formulary effective June 10, 2002
- Authorization Grid outlining the current services requiring referrals and authorizations
- CHNCT Asthma Program overview and materials
- Updates for Notice of Action letters and forms
- New Provider Directory with correction insert

If you have not received this information and would like to request a package, please contact your Provider Relations Representative at 1-800-440-5071.

**Network Provider Additions/
Deletions
April and May, 2002**

NEW CONTRACTS:

- Ahlbin Centers for Rehab Medicine—DME
- Rudolfo Bulaong, MD, Bloomfield—OBGYN
- Connecticut Support Services, LLC—DME
- CT Family Chiropractic Corp., Danbury—Chiropractic
- Diagnostic Imaging of Southbury, PC—Radiology
- Evis Medical Equipment, Inc.—DME
- Health Complex Pharmacy, Inc.—DME
- Hebron Family Chiropractic, Hebron-Chiropractic
- Lakewood Physical Therapy, Waterbury —PT
- Prospect Diagnostic Imaging, LLC, Prospect—Radiology
- Sherwood Medical Supplies, LLC—DME
- Surgical Associates, Inc., New Britain-Surgery
- Hanger Prosthetics and Orthotics, Inc.—DME

TERMINATIONS: NONE

QUALITY IMPROVEMENT PROGRAM

Quality Improvement (QI) programs and a report on our progress in meeting our goals (this is a summary of the QI evaluation information) are available to our members and providers / practitioners upon request to CHNCT Director of Care Management and Quality Improvement, Lynn Childs at 1-800-440-5071.

**ATTENTION:
ALL CHNCT PROVIDERS / PRACTITIONERS**

CONFIDENTIALITY OF MEDICAL RECORDS

The relationship and communication between provider and patient is privileged and confidential. The physicians code of ethics as well as Connecticut and Federal laws protect against the disclosure of the contents of medical records to persons or agencies not properly authorized to receive such information. **Family planning, behavioral health and substance abuse information must be treated with particular sensitivity to confidentiality, and may be released only by the patient, even if the patient is a minor.** (Consult your malpractice carrier for specific circumstances.)

To further assure the members' privacy, only medical record personnel and health professionals inside CHNCT who are directly involved in the delivery or evaluation of that patient's care have access to an individual patient's records. All requests for medical records information must be handled according to this policy.

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**Notice to all Primary Care Providers &
School Based Health Centers:**

CHNCT will soon post our updated list of covered services and/or capitated services as applicable, and the corresponding procedure codes on our website. You may find that your current agreement with CHNCT does not match this list. If this is the case, please rely on your contract as a reference. You will soon receive a contract amendment that updates your contractual agreement, which will rectify this discrepancy. Please contact CHNCT Provider Relations Department if you have any questions or concerns.

Second Quarter CHNCT Practitioners Recognition Awards

Beginning January, 2002, CHNCT began our new **Practitioner Recognition Award Program**. This program is to recognize practitioners for going above and beyond what is expected and to recognize the hard work and dedication to our members. Listed below are the winners for the second quarter, 2002. Their outstanding dedication to our CHNCT members is appreciated:

- **Margaret Hostetter, MD—Pediatric Immunologist @ Yale Children's Hospital** for personally managing all aspects of complex care needs for an at-risk member including homecare, transportation and follow-ups. She is always available, professional and caring in her approach.
- **Maria Jacquez, NP @ PediCare in Hartford** for being sensitive to the needs of the Medicaid population. CHNCT members are very happy and satisfied with the level of care they receive from her.
- **David Candow, MD @ Generations Family Health Center** for not "pulling any punches" with his patients. He is fantastic with our Adolescent population and develops a good relationship with our members by showing concerns and reacting immediately to member's requests.
- **Robert Dudley, MD @ New Britain CHC** for his commitment to servicing our Medicaid community for many years. CHNCT Members say "Dr. Dudley is the best!" and feel very comfortable with him. Dr. Dudley has given special attention to members by referring them to the appropriate specialists and following up after the member's treatment.
- **Community Health Center of Clinton** for the highest EPSDT scores

CONGRATULATIONS TO ALL OF OUR PRACTITIONERS J