



Medicare-Medicaid Plan (MMP) Provider and Pharmacy Directory Webinar

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June 21, 2017

Agenda

- Welcome, Introductions, and Objectives
- CY 2017 Directory Activities
- Improved Areas and Addressing Remaining Gaps
- MMP Best Practices and Lessons Learned
- Questions and Answers (Q&A)
- Next Steps and Closing Remarks

Objectives

- Provide high-level findings from recent Medicare-Medicaid enrollee interviews
- Discuss improvements in directories between the CY 2016 and CY 2017 monitorings
- Obtain MMP feedback about best practices and lessons learned
- Illustrate areas where opportunities for improvement remain

CY 2017 Directory Activities

(1 of 7)

Monitoring

- **September - October 2016:** Leveraged existing oversight and monitoring resources to update standardized, state-specific review tools
- **November 2016 - January 2017:** Reviewed a subset of current MMP directories and issued HPMS memo update
- **March - April 2017:** Issued monitoring results letters and released HPMS memo update
- **May - September 2017:** Continue to address inquiries and provide additional support to states and MMPs

CY 2017 Directory Activities (2 of 7)

Medicare-Medicaid Enrollee Interviews

- **January – May 2017:** Collaborated with CMS Office of Communications and an independent contractor to conduct study
 - Tested various versions of the Provider and Pharmacy Directory (e.g., Spanish, large print)
 - Interviewed enrollees in two different states, including Spanish speakers and those with a disability
 - Using findings to inform future guidance and model updates

CY 2017 Directory Activities (3 of 7)

High-level Interview Findings

- Stressed importance of having information before choosing a health plan
- Viewed as comparatively better than directories previously received
- Found no observable differences in testing between enrollees with and without a disability
- Expressed top priority as knowing which physicians are available in their area

CY 2017 Directory Activities

(4 of 7)

High-level Interview Findings

- Reported usefulness of transportation information, provider details, and specialty care
- Noted helpful formatting (key terms in bold, use of symbols and legends)
- Preferred print version
- Identified issues with Spanish translations (errors, discrepancies)

CY 2017 Directory Activities (5 of 7)

High-level Interview Findings

- Indicated concerns with organization (table of contents, pharmacy instructions)
- Found navigation aids lacking (unclear headings, section breaks)
- Expressed difficulty in locating coverage information within large blocks of text
- Noted confusion with terms and acronyms (medical groups, LTSS)

CY 2017 Directory Activities

(6 of 7)

Key Recommendations

- Improve Spanish translations (terminology, consistency)
- Reorganize some sections (table of contents, pharmacy instructions)
- Modify formatting (headings, section breaks, three-column tables, larger fonts, shading)
- Expand use of legends and symbols (instructions and footers)

CY 2017 Directory Activities

(7 of 7)

Key Recommendations

- Reduce large paragraphs of text and increase white space (shorter sentences, bulleted lists, tables)
- Include clearer definitions with examples (network providers, cultural competency, pharmacy types)
- State each language a provider speaks

Improved Areas and Addressing Remaining Gaps (1 of 8)

Improved Areas

- Location-specific requirements for each provider with more than one address
- Provider types within provider listings
- Instructions for how an enrollee can find the nearest network provider
- Specific accommodations at the provider's location for individuals with a physical disability

Improved Areas and Addressing Remaining Gaps (2 of 8)

Improved Areas

- Address and phone number for all locations of independent (non-chain) pharmacies
- Additional information on home infusion and long-term care pharmacy services
- Total number of each type of provider
- Licensing information and other provider credentials and/or certifications

Improved Areas and Addressing Remaining Gaps (3 of 8)

Remaining Gaps

- All necessary information in online directories
- Standing requests for non-English or alternate format materials
- Member consent before mail-order pharmacies ship or deliver prescriptions the member does not personally initiate
- Provider facilities on public transportation routes
- Completion of cultural competence training

Improved Areas and Addressing Remaining Gaps (4 of 8)

1. Remaining Gap: All necessary information in online directories

Find a Doctor or Pharmacy

Find a Doctor or Pharmacy

(Please note: a new window will open)

To request a printed provider directory mailed to your home

Get your drugs by mail. Fill out this form. ([Mail Order Form](#)) . HomeScripts at 1-800-785-4197 (TTY: 711). Hours are Monday p.m., Central Time (CT).

Provider & Pharmacy Directory Information

Información de Directorio de Proveedores y Farmacias

Superior HealthPlan (Superior) STAR+PLUS Medicare-Medicaid Plan (MMP) 2017 Provider & Pharmacy Directory Information

Introduction

The [Find a Doctor or Pharmacy](#) search tool is updated on a daily basis.

This Find a Doctor or Pharmacy search tool lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support providers (such as Adult Day Health and Home Health providers) that you may see as a Superior STAR+PLUS (MMP) member. We also list the pharmacies that you may use to get your prescription drugs.

We will refer to these lists as "network providers" in this **Find a Doctor or Pharmacy** search tool. These providers signed a contract with us to provide you services. This is a list of Superior's STAR+PLUS MMP network providers for Bexar, Dallas, and Hidalgo counties.

This Find a Doctor or Pharmacy search tool includes providers for both Medicare and Texas Medicaid services.

A complete Directory of all providers and pharmacies is available and will be provided to members upon request.

Some Superior STAR+PLUS MMP providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at 1-866-896-1844 (TTY: 711) and we will help you.

Improved Areas and Addressing Remaining Gaps (5 of 8)

2. Remaining Gap: Standing requests for non-English or alternate format materials

- You can also get this information for free in other formats, such as large print, Braille, or audio. Call 1-877-349-9324 (TTY 711) 7 days a week, 8 a.m. to 9 p.m. Eastern Time to request alternate formats. You can also make a standing request for materials. The call is free.

Standing orders for alternative formats

If you wish to make a standing request to receive all materials in a language other than English or in an alternate format, you can call Aetna Better Health of Ohio Member Services at 1-855-364-0974, Option 1 (TTY: 711), 24 hours a day, 7 days a week.

Improved Areas and Addressing Remaining Gaps (6 of 8)

3. Remaining Gap: Member consent before mail-order pharmacies ship or deliver prescriptions the member does not personally initiate

* Mail order pharmacy

You can get prescription drugs shipped to your home through our network mail order delivery program. The pharmacy must get your approval before shipping any drugs to you. You should expect to get your prescription drugs within 10 days from the time that the mail order pharmacy receives the order. Please [contact us](#) if you:

Find about about VNSNY CHOICE FIDA's [Home Infusion Pharmacy Services](#) and [LTC Pharmacy Services](#).

Pharmacies are available to all participants. Mail order pharmacies will obtain consent before shipping or delivering any prescriptions not requested by participants. Home infusion pharmacies and long-term care pharmacies service all counties in FIDA's service area.

Improved Areas and Addressing Remaining Gaps (7 of 8)

4. Remaining Gap: Provider facilities on public transportation routes

Exam Room	clear path. The doors open wide enough to accommodate a wheelchair or scooter and are easy to open. The exam room has enough room for a wheelchair or scooter to turn around.
T Exam Table/Scale	The exam table moves up and down and the scale is accessible with handrails to assist people using wheelchairs or scooters. The weight scale is able to accommodate a wheelchair.
 Public transportation access within 1/2 mile. Source: Public transportation data from Walk Score®, Google Maps	

Disability Access	 SR-Limited: EB , T , IB , P , R , E
 Public Transportation	 Yes
Cultural Competency Training	CareMore offers on-going cultural competency training to all contracted providers
Other Expertise	Blind or vision disabilities, Chronic Illness (es), Co-occurring disorders, Deaf or hard-of-hearing, HIV/AIDS, Homelessness, Physical Disabilities, Serious Mental Illness
Other Credentials/Certifications	Board Certified

Improved Areas and Addressing Remaining Gaps (8 of 8)

5. Remaining Gap: Completion of cultural competence training

 = Wheelchair Accessible  = Gold Star  = Provider is within one (1) mile of public transportation
cc Provider indicated they have training in cultural competency NR Cultural Competency Training not reported



Ray Bogitch, MD
Practitioner
(512) 324-3540

Practice Details

Hours: Sun, Sat (Closed)

Mon, Tue, Wed, Thu, Fri (8:00 AM - 5:00 PM)

Open Weekends: No

Fax: (512) 324-3541

County: Travis

Accessible to People with Disabilities: Yes 

Cultural Training: African American, Alaskan, American Indian, Asian, Hispanic / Latino, Pacific Islander,

Website	N/A
Meets ADA Accessibility For	PHYSICAL, COMMUNICATION, EQUIPMENT
Training	CULTURAL COMPETENCY

MMP Best Practices and Lessons Learned (1 of 5)

- Noted MMPs with high performance scores or considerable improvement in CY 2017 to illustrate best practices and provide examples
- Examined print directory best practices
- Invited MMPs to share online directory best practices and insights:
 - Upper Peninsula Health Plan (MI) – Online Directory
 - Aetna Better Health, Inc. (OH) – Online Directory

MMP Best Practices and Lessons Learned (2 of 5)

- What challenges do MMPs face in creating and maintaining compliant online and print directories?
- How can MMPs incorporate all requirements with the provider listings and search engine?
- What process and system improvements have MMPs recently made or plan to make before CY 2018?
- What additional insights have MMPs gained as a result of monitoring and subsequent improvements?

MMP Best Practices and Lessons Learned

(3 of 5)

Print Directory Best Practices

Icon and Definitions Legend

NPI #	A National Provider Identifier or NPI is a unique 10-digit identification number issued to health care providers by the Centers for Medicare and Medicaid Services (CMS).
Other	Other Certifications
Board Certified	Physician board certification, is a voluntary process that indicates a practicing physician's mastery of the core body of knowledge and skills in his or her chosen specialty.
	Provider is accepting new patients
M-F	Monday through Friday
M, T, W, Th, F, S, Su	Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday
	Languages other than English spoken by the provider or at the facility.
	Access to public transportation is within ½ mile of the location. Source: Public transit data from Walk Score®
Other Expertise	Provider experience or training in other areas – self reported.

Accessibility Code Descriptions

	Disability Access
Basic	Basic access demonstrates facility site access for the members with disabilities to parking, building, elevator, doctor's office, exam room, and restroom
Limited	Limited access demonstrates facility site access for the members with a disability is missing or is incomplete in one or more features for parking, building, elevator, doctor's office, exam room, and restroom.
A In-Person Audit	The location has been inspected and audited in person to insure the facility meets accessibility requirements.

CALIFORNIA

LOS ANGELES COUNTY

ALHAMBRA

INTERNAL MEDICINE

Chan, Robert W., MD

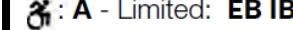
NPI#: 1508826488
1234 S Garfield Ave # 103
Alhambra, CA 91801
(626) 576-7871
M-F 9 AM-5:30 PM;
SAT 9 AM-1 PM



: Yes



: Chinese



: A - Limited: EB IB



: Yes

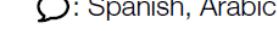
Other Expertise:

Wasef, Rashad, MD

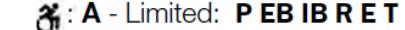
NPI#: 1679506315
25 S Raymond Ave # 202
Alhambra, CA 91801
(626) 570-6016
M-TH 9 AM-5 PM;
F 9 AM-3 PM



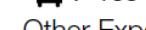
: Yes



: Spanish, Arabic



: A - Limited: P EB IB R E T



: Yes

Other Expertise: Blind or vision disabilities, Chronic Illness (es), Deaf or hard-of-hearing, HIV/AIDS, Serious Mental Illness

ARCADIA

INTERNAL MEDICINE

Wang, Ida, MD

NPI#: 1164429585
20 E Huntington Dr

MMP Best Practices and Lessons Learned (4 of 5)

Print Directory Best Practices

Texas - Brazoria	Primary Care Providers
Texas	Johnson, Shawn R, MD NPI: 1598754194 2734 Sunrise Blvd Ste 404 Pearland, TX 77584-8709   
Brazoria	Butler, Kymberly N, MD NPI: 1124057591 10905 Memorial Hermann Dr #113 Pearland, TX 77584-3490    (713) 436-0073 Board Cert: Family Practice Ages: 21+ <i>Gender: Female</i> M-F 8:00 AM-5:00 PM Tu,Th 8:00 AM-5:00 PM F 8:00 AM-12:00 PM Sa 8:30 AM-12:00 PM
Family Practice	Guidry White, Leah, MD NPI: 1992891279 2734 Sunrise Blvd Ste 404 Pearland, TX 77584-2874 
Butler, Kymberly N, MD NPI: 1124057591 10905 Memorial Hermann Dr #113 Pearland, TX 77584-3490    (713) 436-0073 Board Cert: Family Practice Ages: 21+ <i>Gender: Female</i> M-F 8:00 AM-5:00 PM Tu,Th 8:00 AM-5:00 PM F 8:00 AM-12:00 PM Sa 8:30 AM-12:00 PM	National House Call Practitioners NPI: 1992731814 2612 Sunday House Dr Pearland, TX 77584-2874  (512) 288-0859 Ages: All M-F 8:00 AM-5:00 PM

 = Wheelchair Accessible  = Texas Health Steps  = Provider is within one (1) mile of public transportation  Provider indicated they have training in cultural competency  Cultural Competency Training not reported All providers are proficient in English unless otherwise noted.

MMP Best Practices and Lessons Learned (5 of 5)

Print Directory Best Practices

Hospitals

Meridian Complete is contracted with 64 Hospitals in Cook, DuPage, Kane, Will counties.

Key: Board Certified♦ Cultural Competency● Public Transportation █ American Sign Language❖

Illinois

Cook County

ARLINGTON HEIGHTS

Northwest Community Hospital

Hospital

NPI#: 1770531600

800 W Central Rd Ste 8100

Arlington Heights, IL 60005-2349

847-618-1000

M/Tu/W/Th/F: 9:00am 5:00pm

Accepting New Patients: Yes

Handicap Accessible: Yes

(Building /Parking/Restroom)

836 W Wellington Ave

Chicago, IL 60657-5147

773-975-1600

Su/M/Tu/W/F/Sa:

12:00am12:00am

Th: 12:00pm12:00am

Accepting New Patients: Yes

Handicap Accessible: Yes

(Building /Parking/Restroom)

Experience in Treating: N/a

Languages Spoken:

English,Spanish,Polish (spoken by provider)

Handicap Accessible: Yes

(Building /Parking/Restroom)

Experience in Treating: N/a

Languages Spoken: English (spoken by provider)

Garfield Park Hospital, LLC █

Hospital

NPI#: 1629328604

520 N Ridgeway Ave

Chicago, IL 60624-1232

773-265-3700

Su/M/Tu/W/Th/F/Sa: 9:00am to 9:00am

Accepting New Patients: Yes

Handicap Accessible: Yes

Advocate Trinity Hospital █

Hospital



Provider and Pharmacy Directory: Bringing Everything Together

Pam Janofski

Provider Relations Manager

Starting Your Provider Search

SEARCH FORM

Last Name	<input type="text"/>
Specialty	<input type="text"/>
County	<input type="text"/>
City	<input type="text"/>
Gender	<input type="text"/>
Sees UPHP Members	<input type="text"/>
Sees New UPHP Members	<input type="text"/>
Hospital Affiliations	<input type="text"/>
Language	<input type="text"/>

www.uphp.com

Product	MI Health Link	SEARCH RESULTS						
		Provider Name	Specialty	County	Address	Phone	Office Name	Group Name
Search		Donald W Smith, D.O.	Family Medicine	Iron	211 S. Fourth St, Crystal Falls	(906) 875-6681	N/A	Falls Clinic, PC
		Jereme S Smith, P.A.	Family Medicine	Iron	1328 US Highway 2, Crystal Falls	(906) 875-4486	Aspirus Crystal Falls Rural Health Clinic	Aspirus Iron River Hospital & Clinics, Inc.
		Edward F Smith, M.D.	Medical Oncology	Mackinac	1140 N. State St, Saint Ignace	(906) 643-0466	N/A	Mackinac Straits RHC St Ignace
		Edward F Smith, M.D.	Medical Oncology	Mackinac	1140 N. State St, Saint Ignace	(906) 643-0405	N/A	Mackinac Straits Hospital

Search Results

Provider Profile

CRAIG T COCCIA, M.D. - [BACK TO SEARCH](#)

Provider Name Craig T Coccia, M.D.

Group Name Marquette General Neurosurgery

Office Name Marquette General Neurosurgery-Portage

Alternate Address [Map It](#) 500 Campus Dr
Hancock, MI 49930

County Houghton

Phone (906) 483-1060

Fax (906) 483-1270

General Hours M-F 8-5

ADA Accessibility Equipment
Other Reasonable Accommodations
Physical

Public Transportation Accessible By Bus
Taxi

Hospital Affiliation(s) Dickinson County Healthcare System
UP Health System - Bell
UP Health System - Marquette

Specialty Neurological Surgery

Trained/Experienced In Chronic Illness
Cultural Competency
Deafness / Hard-of-Hearing
HIV / Aids
Physical Disabilities

Sees UPHP Members Yes

Sees New UPHP Members Yes

Gender Male

NPI 1194705947

State Licenses MI: 4301407491

Board Certification Neurological Surgery

Language English

H2161_H1977_2017_WP0001, Approved

Page Last Updated: 09/30/2016

Process Improvements and Insight Gained

- **Process Improvements**

- Website structure
 - Added model language to initial search option page
 - Defined search categories for easier comprehension
- Quarterly outreach
 - Constantly evaluating
 - Added attestation requirement
 - Emphasized necessary fields
 - Included explanation cover page and new notes area

- **Insight Gained**

- Information from provider office staff can differ
- Need good communication and support from IT
- Information updates and changes do not just come from provider offices
 - Customer Service
 - Transportation
 - Case Management
 - Utilization Management
 - Claims



Aetna Better Health of Ohio

Doing the right thing for the right reason

CMS MMP Provider and
Pharmacy Directory Webinar



Aetna Better Health of Ohio Online Provider Directory

- CAQH manages our traditional provider data
- For non-traditional providers we worked with our internal corporate global directory team to identify critical data components where a “gap” or opportunity for more information was present.
- Determined which providers had the identified “gaps” in required information.
- Made it as easy as possible for providers to give us the missing information. Focused on one element at a time using...
 - Online surveys (SurveyMonkey)
 - E-communication tools (Constant Contact)
 - Our Website and provider portal
 - Phone outreach initiatives
 - Faxes, Mailings, and Newsletters
- Provider Services Staff obtained provider email addresses at every interaction to improve communication.
- Automated updating provider records as much as possible through our Provider Change Request process.

aetna®

Aetna Better Health of OHIO: Provider/Office Hours Survey

Enter all service locations and the corresponding office hours specific to the provider identified in this survey. If you are completing this survey for more than one location, please complete each field in full. If you have more than 3 locations, you can complete an additional survey to provide all the necessary information.

If you have a large number of service locations and would prefer to work directly with Provider Services to provide this information, please call **1.855.364.0974, option 2**.

*** 1. Enter Today's Date**

Date / Time MM / DD / YYYY

*** 2. Provider Last Name**

*** 3. Provider First Name**

4. Provider Middle Initial

*** 5. Provider NPI (10-digit # required)**
If you are a non-traditional/waiver provider and do not have an NPI - enter **9999999995**)

*** 6. Provider E-mail Address**

*** 7. Practice Location 1: Street Address**
Include building and/or suite information

*** 8. Practice Location 1: City Name**

*** 9. Practice Location 1: State (Abbreviation)**

Aetna Better Health of Ohio Online Provider Directory

Building an online directory with the member in mind. What would they find confusing? How would they view and click through the site?

Online directory pulls information from a centralized database. Updates appear in real time.

Provider Search Results

The screenshot shows the 'Provider Search Results' page. On the left, a sidebar titled 'Filters Applied' shows 'Specialty' filters: Family Medicine, Hospice And Palliative Care; Family Practice; General Practice; Multi Provider Group; Physician; Preventive Medicine. Below this is a 'Refine Your Search' section with a 'Miles' slider set from 0 to 25. The main search area shows 'Page 1 of 94' with a 'Next' button. Below are filters for 'Accepting new patients' (radio button), 'Not accepting new patients' (radio button), 'Board certification(s)' (radio button), 'Handicap Accessible' (radio button), 'Easy access to public transportation' (radio button), and 'More Info' (link). A 'Results Per Page' dropdown is set to 5, and a 'Sort' dropdown is set to 'Name A-Z'. The search results table has columns: Provider Name, Service Address, Miles, and Specialty. The first result is for Alexander, Michael, MD, with details: 6515 Pullman Dr, Ste 2200, Lewis Center, OH 43035, (614) 688-7150, Ages Served 0 - 110, and Family Practice as the specialty. Icons next to the provider name and address indicate handicap accessibility and public transportation access.

The screenshot shows a dropdown menu for 'Specialty' on the Aetna Better Health of Ohio website. The menu is titled 'Select a Specialty' and includes a list of service categories: Addiction Services, Adolescent Services, Adult Foster Care, Adolescent Medicine, Adolescent Medicine and Pediatric, Adult Health, and Other Health Services. Each category has a corresponding checkbox. Below the menu is a list of links: Log In, News, About Us, Contact Us, Fraud & Abuse, Become a Member, Eligibility, Enroll, Medicare-Medicaid, Medicaid-Only, Resources & Services, Portal, Newsletter, Advocates & Community Resources, For Members, and For Providers.

Icons are used to indicate provider attributes with an easy-to-understand key, and layout is intuitive.

Questions and Answers (Q&A)

- Questions submitted before the webinar
- Questions related to the webinar:
 - Recent directory activities
 - Timelines
 - Additional capacity-building opportunities
 - Other questions
- Submit additional questions to MMCO at
MMCOCapsModel@cms.hhs.gov

Next Steps and Closing Remarks

- Preparation of CY 2018 Materials
- Bridging Remaining Gaps
- Ongoing Improvement Efforts
- Closing Remarks