

CAPSTONE HEALTH PLAN

A Special Plan
for Special Needs

www.nazcap.com

Provider Newsletter

For Capstone Providers • 2009, Issue 1

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**CHECK OUT
CAPSTONE ON
THE WEB!**

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PEDS TOOL TRAINING

Parents Evaluation of Developmental Status

Capstone Health Plan is excited to inform you about the PEDS Tool for use in your practice with Capstone Health Plan Members.

PEDS is a fast, accurate, inexpensive screening, triage, and surveillance tool for developmental and behavioral problems in children from birth to age eight. It meets the accuracy standards set by the American Academy of Pediatrics and uses the parents' own assessment of the child's behavioral problems, as determined to be significant by full, peer-reviewed, scientific validation studies.

The Governor's School Readiness Board Health Implementation Team determined that AHCCCS should implement a process to ensure that a formal developmental screen is conducted during primary care EPSDT visits to identify potential developmental delays of at-risk NICU graduates. Early intervention ensures children enter school with the highest potential for learning possible.

Capstone providers with documented formal training in the use the PEDS Tool can be reimbursed for performing the PEDS by using the appropriate CPT codes.

96110: *Developmental testing (Developmental Screening Test II, Early Language Milestone Screen) limited with interpretation and report.*

96111: *Extended (includes assessment of motor, language, social, adaptive and/or cognitive functioning by standardized developmental instruments) with interpretation and report.*

PEDS Tool Online Training can be found at www.azpedialearning.org. There is no fee for this online training. The training has been provided as a service of the Arizona Chapter-American Academy of Pediatrics. If you have any questions you can contact AzaAAP via email at rebecca.nevedale@azaap.org or by phone at 602-265-1950.

**Thank you for the service and care you provide for the
Members of Capstone Health Plan.**





macy
10111 E. Bell Road
Scottsdale, AZ 85260

Medicare Part D

AHCCCS no longer covers prescription co-pays for dual eligible (Medicare and Medicaid) enrollees.

Smoking Cessation Prior Authorization - A request for prior authorization is required when prescribing smoking cessation medication for a Capstone Member. Prior authorization forms can be found on the United Drugs website at:
<http://www.uniteddrugs.com/PBM/PriorAuth.php>

Healthy People 2010

Healthy People 2010 challenges medical professionals to take specific steps to ensure that good health, as well as long life, are enjoyed by all. Please provide regular routine screenings for breast and cervical cancer. Educate your patients on the risk of sexually contracted diseases, as well as the importance of family planning and prenatal care. Remember comprehensive periodic screenings must be performed by a clinician according to the EPSDT schedule below. Please include screening for dental, immunization needs and education for a healthy lifestyle.

EPSDT AGE GUIDELINES

Members need at least one EPSDT checkup during the following age ranges:

2-4 Days	24 Months
1 Month	3 Years
2 Months	4 Years
4 Months	5 Years
6 Months	6-7 Years
9 Months	8-9 Years
12 Months	10-13 Years
15 Months	14-17 Years
18 Months	18-21 Years

For more info on Healthy People 2010 visit:
<http://www.healthypeople.gov>

AHCCCS EPSDT Tracking Forms

The AHCCCS EPSDT Tracking form, Revised November 1, 2007, must be used by providers to document all age specific, required information related to EPSDT screenings and visits. Only the AHCCCS forms may be used; paper form substitutes are not acceptable. If Provider chooses to utilize an electronic EPSDT form, this electronic substitute will be acceptable provided the form includes all fields that are present on the AHCCCS EPSDT form. A copy of the completed form signed by the clinician should be placed in the Member's medical record.

Forms are available at <http://www.ahcccs.state.az.us/PlansProviders/Forms.asp>

Capstone Health Plan would like to express its appreciation to our health care providers and their staff.

As the health plan of choice for those with special health care needs Capstone is proud to offer a network of skilled and dedicated providers like you.

Should you have patients that might qualify for our health plan, please refer them to our office. The qualifying diagnosis for ALTCS/DDD eligibility is; autism, seizure disorders, cerebral palsy and cognitive disorder (formerly referred to as mental retardation).

Important Phone Numbers

- Authorizations** 928-214-3488
- Claims** 928-214-3493 or 3483
- Eligibility/Member Services** 928-214-3485
- Provider Services** 928-214-3481
- Staff on Call** 928-699-8033

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Cultural Competency

Final in a series of four

“Cultural and Linguistic Competence”

is a set of:

1. Behaviors
2. Attitudes
3. Policies that come together in a
 - System
 - Agency or
 - among professionals that enables work in cross-cultural institutions.

“Culture”

is a set of human behavior patterns:

- Language
- Thoughts
- Communications
- Actions
- Customs
- Beliefs
- Values
- Institutions of racial, ethnic, religious, or special groups.

“Competence”

implies having the ability to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs presented by their communities”.

The first 3 reasons to employ empathy with your patients are:

1. Understanding
2. Listening
3. Therapeutic Empathy

The fourth way you can be Culturally Competent with your patients is:

4. Liability Empathy

Empathy decreases *liability* for your organization. The majority of your organization’s malpractice suits don’t spring from medical negligence. Patients sue because they don’t like how they are being treated. They see themselves as deserted,



think that their views are devalued, don’t like the way information is reported to them, and believe that their physician doesn’t understand their perspective.

Lack of awareness about cultural differences may result in *liability*. Providers may discover that they are liable as a result of treatment in the absence of informed consent. A providers’ or patients’ failure to understand health beliefs, practices and behavior potentially constitutes a breach of professional standards of care.

A study in 1994 showed that the ability to communicate well with patients is effective in reducing the likelihood of malpractice claims. In fact, if your interest is lowering *liability*, you may be better served by learning communications skills and showing patients you value their views than by decreasing actual rates of malpractice.

Watch for our next Newsletter for valuable information on *The Place for Empathy Skill Among Your Strategic Initiatives*.