

HSM UPDATE

QUARTERLY BULLETIN



HealthSystems
OF MISSISSIPPI

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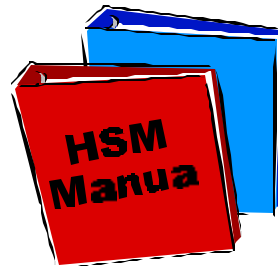
HSM ANNOUNCES... NEW Policy Provider Manuals

HealthSystems of Mississippi (HSM) has worked collaboratively with the Mississippi Division of Medicaid in the complete updating and revision of all three of its provider policy and procedure manuals. The revised manuals included the following types of healthcare services: inpatient acute care services, home health services, and durable medical equipment/medical supplies/orthotics and prosthetics services (DME).

All of the HSM provider manuals are posted on the HSM web site at www.hsom.org. This process will enable us to update the policy manuals on a timely basis, and providers will be assured that they have access to the most current information. As new or revised policies are released, HSM will notify providers via the HSM web page and bulletins.

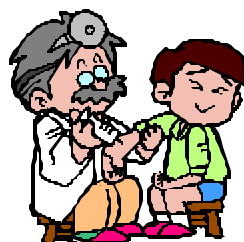
HSM's revised policy and procedure

manuals **are in addition** to the Division of Medicaid's policy and procedure manuals. HSM's manuals effective November 1, 2002, **cover policies and procedures regarding the certification process**. The Division of Medicaid's manuals cover **policies and procedures regarding Medicaid Programs**.



If your facility/company does not have internet access, you can request **one (1)** hard copy per provider number for your individual provider type. All hard copy requests must be submitted on

company letterhead and include the following information: MS Medicaid provider number, physical address, and signature of person authorized to submit request. Requests may be faxed to HSM's Education Department at 601-360-4967.



Immunize and Get Immunized!

Encourage ALL your patients to protect themselves against FLU and PNEUMONIA TODAY!!!

Treatment Authorization/Prior Authorization Numbers for K-Babies Effective Date Change

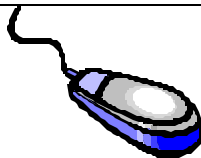
The procedure for issuing treatment authorization numbers (TAN)/prior authorization (PA) numbers for K-babies has been changed in an effort to reduce some of the problems that have occurred when claims have been filed for these babies.

Effective December 1, 2002, when the provider contacts HSM for a TAN/PA for a K-baby, HSM will determine medical necessity and issue the provider a TAN/PA number. At this time, the provider will be advised that the TAN/PA will not be released to the fiscal agent, Affiliated Computer Services (ACS), until the provider notifies HSM of the baby's Medicaid Identification number. The TAN/PA will no longer be transmitted to ACS using the mother's Medicaid ID number + K. However, the mother must be Medicaid eligible for HSM to complete the review. When HSM is notified of the baby's Medicaid ID number by the provider, the TAN/PA will be released to ACS and the provider can submit the claim to ACS.

On at least a bi-weekly basis, HSM will send a list to providers informing the provider that a review has occurred or has been certified and that the baby's Medicaid ID number is needed so that the TAN/PA information can be transmitted to ACS.

This change in procedure will be for any TAN/PA requested for a K-baby on and after December 1, 2002. **The process will not change for any TAN/PA issued with the mother's Medicaid ID number + K prior to December 1, 2002.**

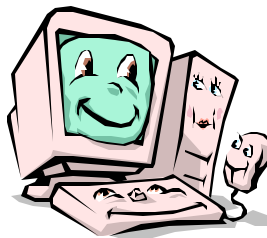
www.hsom.org...
Click to Check It Out!



HealthSystems of Mississippi is in the process of updating and revising its web site. Soon, with just a click, providers will be able to access information such as: answers to frequently asked questions, certification forms, certification manuals, free educational materials, and HSM publications.

If there is information you as a provider would like to see posted on our web site, please contact the HSM Education Department at education@hsom.org.

"Click On"... Submit Review Online



HealthSystems of Mississippi (HSM) offers hospitals and home health agencies the option of requesting certification reviews through the use of electronic submission. HSM in conjunction with the Division of Medicaid (DOM)

has developed a web based electronic review system for hospitals and home health agencies that will enable providers to effectively submit review requests electronically via the web.

Through HSM's new web based system, hospitals and home health agencies are also able to verify current and previous review volumes and outcomes, check history of non-compliance, print reports, and access treatment authorization numbers (TANs).

If your facility is interested in the web review option, contact HSM's Education Department at 601-360-4961 or 601-360-4964.

ATTENTION DME PROVIDERS...

To ensure a complete and timely review process, please remember the following:

- ◆ Requests for Durable Medical Equipment (DME) that are submitted to HSM within 30 days of delivery (on the appropriate forms) with required documentation are considered a request for **CERTIFICATION**.
- ◆ Requests for DME that are submitted to HSM PRIOR TO DELIVERY are considered a request for **PRECERTIFICATION**.
- ◆ Physician's orders must cover the initial date of delivery.
- ◆ All children's enteral/IV supplies are reviewed at HSM.

Transplant Review

As a part of the contractual agreement with the Division of Medicaid (DOM), HealthSystems of Mississippi (HSM) monitors all transplant beneficiaries for which approval has been given. These transplants include bone marrow, stem cell, heart, liver, and lung. Quarterly, HSM's Transplant Case Manager obtains a clinical update from the transplant facility whether the beneficiary has already received the transplant or is awaiting the transplant. This information along with any Inpatient, Home Health, or Durable Medical Equipment certification is reported to DOM for clinical outcomes.

Therefore, it is imperative that all clinical information be included when submitting a request for certification. Please provide a list of all medications with the start date, route, dosage, and frequency; all laboratory reports, such as cyclosporine levels, blood cultures, and biopsy reports, imaging studies, procedures, graft-versus-host disease status assessment, and any other information that is relative to the specific treatment plan for the patient. We appreciate your assistance in providing HSM with an accurate account of the patient's clinical status.

Quality Review

HealthSystems of Mississippi's (HSM's) Quality Department would like to encourage everyone submitting records for the 5% Quality Sample to utilize the MEDICAL RECORD CHECKLIST. The checklist was developed to assist providers in ensuring the completeness of the medical record before it is sent for HSM review. It is also beneficial for the person verifying that the record is complete to include a signature and telephone number so that if there are any questions a member of the Quality Team will be able to contact them.

If you would like to change the person receiving the 5% Quality Sample requests or the person receiving the Quality/Utilization Notices, please submit on company letterhead and include the following information: Mississippi Medicaid provider number, physical address, and signature of person authorized to submit the change of request. Requests may be faxed to HSM's Education Department at 601-360-4967.

Home Health Certification Request Procedure

To request certification, the home health agency must complete the Home Health Care Certification Request Form and relevant clinical information (as described in HSM's policy and procedure for each review type) and submit it, along with the signed physician's order or verbal order for service. **Please note: writing "see attached" on the HSM form will not be acceptable.**

All home health skilled nursing, speech and physical therapy, and home health aide services must be precertified (except services rendered to beneficiaries who have Medicare or those in the Elderly and Disabled Waiver Program.) Information must be submitted to HSM by fax, web, or mail after the initial assessment visit. Request for review must be submitted to HSM at least three (3) business days prior to delivery/initiation of additional home health visits/services. Requests for continued services (Concurrent Certification) must be submitted to HSM on or before the last certified visit.

Need Help? Use the HSM Directory

Inpatient Certification Review

Reviews by Phone: 1-888-204-0502

Reviews by Fax: 1-888-204-0504

Reviews by web: www.hsom.org



Home Health Certification Review

Reviews by Fax: 1-888-204-0159

Reviews by web: www.hsom.org

Durable Medical Equipment Certification Review

Reviews by Fax: 1-888-204-0159

Help Lines for Certification Questions

Inpatient (601) 360-4949

Home Health/DME Help Line (601) 360-4888

Educational Offerings/Certification Workshops

Contact by phone (601) 360-4961 or (601) 360-4964 or e-mail: education@hsom.org



HealthSystems
OF MISSISSIPPI

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The HSM UPDATE is a quarterly publication prepared by HealthSystems of Mississippi, (HSM) the Peer Review Organization for the state of Mississippi contracted under the Mississippi Division of Medicaid (DOM). The contents presented do not necessarily reflect DOM policy.

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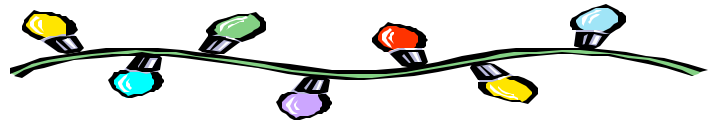
New Flu Information Hotline To Help Locate Vaccine Across the State

HealthSystems of Mississippi has created another way to help providers cope with vaccine delays for the 2002-2003 Influenza Season. As the patient demand for flu shots increases, so do the provider's demand for more vaccine. To assist you, HSM established the Vaccine Information Exchange Hotline to put providers who need vaccine in touch with providers who have it.

Providers who have extra vaccine, as well as those in need, can simply call toll-free 1-888-204-0153 for a recorded list of Mississippi providers or distributors who have additional vaccine. You can contact anyone on the list directly to facilitate vaccine exchange, or your office can add you to the list if you have excess vaccine.

For more information, call the toll-free Vaccine Information Exchange Hotline at 1-888-204-0153.

REMEMBER: This flu season, take care to vaccinate your high priority patients first against flu and pneumonia!



HSM's Holiday Schedule

As a reminder, our offices will be closed for business in observance of the following holidays:

Tuesday, December 24, 2002
Christmas Eve

Wednesday, December 25, 2002
Christmas Day

Wednesday, January 1, 2003
New Year's Day

Monday, January 20, 2003
Martin Luther King Jr. Day

Monday, February 17, 2003
President's Day

