

# MedNotes

*For Managed Care Medicaid and Nevada Check Up Providers*

## Remember the training

We have adopted a Code of Conduct detailing our commitment to acting with integrity.

Along with the Deficit Reduction Act of 2005 and UnitedHealth Group's written policies, providers are required to support our Fraud, Waste and Abuse prevention efforts and establish written policies and procedures describing:

1. The False Claims Act
  2. Fraud, Waste and Abuse prevention
  3. State-specific requirements
  4. Implementation of reporting expectations
  5. Mechanism for employees/subcontractors to report Fraud, Waste and Abuse
  6. How to document completion of employee training
- UnitedHealthGroup.com/Suppliers/DocumentRetention.aspx**

Providers must distribute written policies, procedures or standards of conduct to employees **within 90 days of hire and annually thereafter.**

It's important you maintain records of the training (i.e., sign in sheets, materials, and any other documentation utilized in the training). Documentation of the training may be requested by Health Plan of Nevada to verify the required training has been completed annually. For more information, access the UnitedHealth Group Code of Conduct at **UnitedHealthGroup.com.**



## News

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HEALTH PLAN OF NEVADA  
A UnitedHealthcare Company

## Local providers making a healthy difference

Regular health exams, vaccines and screening tests help detect or prevent certain types of medical conditions. We applaud the efforts of the following Southern Nevada providers for their role in keeping our community healthy. These outstanding medical professionals were selected from among their peers based on 2015 data.

### Highest Rate of Adult Access to Preventive and Ambulatory Health Services

1. Ryan Tran, M.D.  
Southwest Medical
2. Girish Daulat, D.O.  
Healthcare Partners
3. Carl R. Levisaur, M.D.  
Southwest Medical

### Lowest Rate of First-Time C-Sections

1. Kord T. Strebel, M.D.  
Women's Health Associates of Southern Nevada
2. Edmond E. Pack, M.D.  
Women's Health Associates of Southern Nevada
3. Annette F. Mayes, M.D.,  
OBGYN

### Highest Rate of Pediatric Immunizations

1. Rosemary Y. Huyn, M.D.  
St. Rose Pediatrics
2. David Blank, M.D.  
Desert Valley Pediatrics
3. Ruben Reyes, M.D.  
Southwest Medical



## We're on call

Day or night, peace of mind is only a phone call away. Our **24-hour Telephone Advice Nurse** is available to:

- Provide case management for all Las Vegas area emergency departments
- Provide self-care advice and help members decide whether to seek urgent care, emergency care, or schedule an appointment with a provider
- Respond to members' questions submitted through the online member center
- Coordinate outpatient services (i.e. durable medical equipment, home health)
- Arrange expedited specialty appointments with Southwest Medical cardiology, gastroenterology, and neurology providers
- Schedule expedited outpatient nuclear medicine and treadmill stress tests
- Follow-up on acute hospital discharges and transitions after-hours
- Initiate member referrals to the Care For Me Program, Complex Case Management, Disease Management, and Health Education and Wellness
- Facilitate alternative admission processes to fundamental facilities
- Respond to urgent prior authorization requests after-hours
- Transfer members from non-contracted to contracted hospitals
- Verify insurance eligibility after-hours
- Provide prior authorization for direct admissions and GeroPsych admissions
- Facilitate the repatriation of members from out-of-area hospitals back to the Las Vegas service area

Speak with our licensed, registered nurse. Call toll-free **1-800-288-2264**. TTY **711**.

## Adolescent immunization: Easy as 1-2-3

You should use every health care visit as an opportunity to review your patient's immunization history and ensure every adolescent is fully vaccinated. It's also recommended children have at least one comprehensive well visit with a primary care practitioner or an OB/GYN practitioner each year.

Adolescents are recommended to have one dose of the meningococcal conjugate vaccine, one dose of the tetanus, Tdap vaccine, and three doses of the HPV vaccine by their 13th birthday. The Tdap/Td vaccine should be administered between the child's 10th and 13th birthday. It's advised that boys and girls obtain the HPV vaccination. The HPV vaccine has been added to the Immunizations for Adolescents (IMA) HEDIS measure beginning HEDIS 2017 (measurement year 2016). There have been slight increases in the HPV and IMA rates during the 2016 measurement year.

Interim Date	Nevada Check Up		CHAPTANF Expansion	
	HPV	IMA	HPV	IMA
02/11/16	23.99	56.61	13.94	50.58
03/10/16	22.92	58.36	15.39	51.48
04/18/16	24.74	59.10	16.80	52.52
05/11/16	27.24	59.57	17.40	53.22
06/09/16	30.43	62.52	18.17	53.58
07/05/16	38.08	77.57	24.95	70.11
08/04/16	37.19	77.72	25.98	70.89
09/12/16	38.54	78.16	26.67	72.05

## Engaging member-facing difficult issues

Community Health Workers (CHW) build trust and relationships with our highest risk members dealing with several health concerns and social issues. CHWs are available to:

- Make home visits to assess members' needs
- Encourage continuity of care with primary care providers
- Facilitate appointment-keeping
- Educate members on how to navigate through the health care system
- Provide support and advocacy during medical visits
- Work with children and their parents to reduce preventable ER visits
- Provide information on available community resources
- Educate members on available transportation options

## Crisis in the Emergency Room

Mental health patients boarding for long hours, even days, in the emergency room (ER) has become a widespread problem in hospitals across the country. In effort to help reduce the overuse of the ER, the Crisis Stabilization Unit was created for members in need of higher level mental health care. This unit is staffed by psychiatrists, mental health and substance abuse counselors, social workers, case managers and nurses. For more information, call toll-free **1-800-873-2246**.



**HEALTH PLAN OF NEVADA**  
A UnitedHealthcare Company

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## MedNotes<sup>SM</sup>

### Member Services Department

Health Plan of Nevada Medicaid/  
Nevada Check Up.....**1-800-962-8074**  
Business Hours:  
Mon.–Fri., 8 a.m.–5 p.m.

### Provider Services

Toll-Free.....**1-800-745-7065**  
Business Hours:  
Mon.–Fri., 8 a.m.–5 p.m.

### Pharmacy Services

Pharmacy.....**1-800-443-8197**  
Fax Toll-Free.....**1-800-997-9672**  
Business Hours:  
Mon.–Fri., 8 a.m.–5 p.m.

### Prior Authorization

Toll-Free.....**1-800-288-2264**  
Fax Toll-Free.....**1-800-282-8845**  
Business Hours:  
Mon.–Fri., 8 a.m.–5 p.m.