



ARIZONA
 DEPARTMENT
of CHILD SAFETY
 Comprehensive Medical
 and Dental Program

Provider Review

Volume 7 Issue 4

A Special Thank You from CMDP

Our sincere appreciation goes out to all of our health care providers who serve Arizona's children in out-of-home care. The care you provide and the compassion with which you deliver services makes a difference in the lives of these children. You play a key role in helping to ensure the well being of Arizona's children, and we at CMDP thank you and your staff for all that you do.

Happy Holidays and best wishes for the New Year.

Are You Ready to Fight the Flu This Season?

2017-2018 was a high severity flu season with record breaking levels of influenza illness, hospitalization rates and reported pediatric deaths. The best protection against flu is getting a flu vaccine.

While the timing of flu season is unpredictable, seasonal flu activity often begins to increase in October, most commonly peaks between December and February, but can last as late as May. Centers for Disease Control and Prevention (CDC) recommends that everyone ages 6 months and older get a flu vaccine by the end of October. It takes about two weeks after vaccination for antibodies to develop in the body to protect against flu virus infection.

The following link gives you some great information for your patients regarding the flu.

You have the power to fight flu.

<https://www.cdc.gov/flu/resource-center/toolkit/toolkit-newsletter-messages.htm>
 Learn more (<https://www.cdc.gov/fightflu>).

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Arizona Syphilis Outbreak

Medical providers seeing the largest increase of syphilis in women and newborns

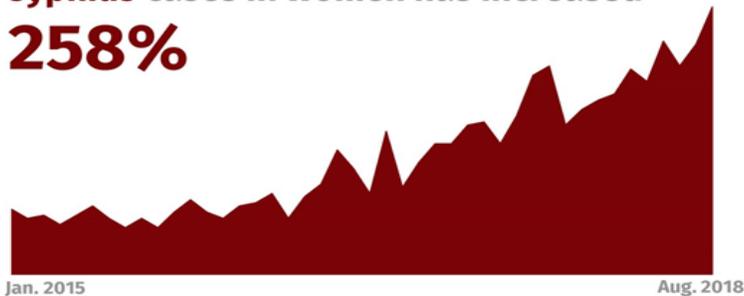
Arizona Department of Health Services has seen an alarming increase in the average of syphilis cases in women and babies. Providers need to ensure they are doing the proper prevention, screening and treatment for all women to help control the spread of the sexually transmitted disease. ADHS recommends the following for providers:

- NEW: Screen all pregnant women at first prenatal visit, third trimester, and delivery regardless of risk.
- NEW: Create electronic reminder systems for clinicians to screen for syphilis if there is no documented screening after 1st prenatal visit and/or after 32-week visit.
- NEW: Perform opt-out screening for syphilis in both men and women who use hard drugs.
- Ensure all positive syphilis screens are followed up with appropriate treatment.
- Continue to screen sexually active men who have sex with men (MSM) annually and every 3-6 months if at increased risk.
- Continue to screen sexually active, HIV positive persons at least annually and every 3-6 months if at increased risk

Arizona has an outbreak of syphilis among women and babies

Since January 2015, the monthly average of syphilis cases in women has increased

258%



How can you **protect** yourself?



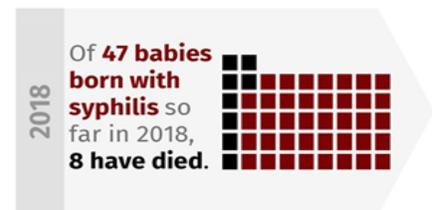
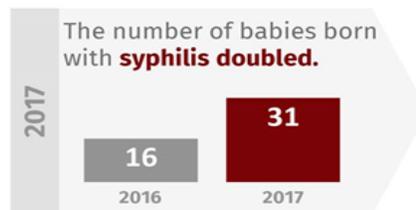
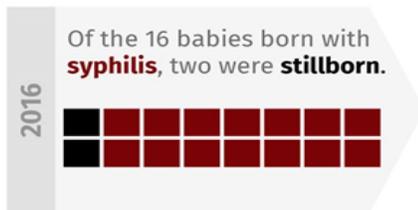
Use condoms when having **ANY** type of sex



Reduce number of sexual partners



Get tested for STDs



Syphilis can lead to problems with the skin, eyes, and brain, stillbirth, or infant death.

Up to **40%** of untreated syphilitic pregnancies result in **stillbirth or newborn death**¹



Babies who survive spend about **10 days** in the hospital

80% of babies who survive receive a spinal tap

[1] Centers for Disease Control and Prevention, "STD Facts – Congenital Syphilis" [Online] Available: <https://www.cdc.gov/std/syphilis/stdfact-congenital-syphilis.htm>

Source: <https://azdhs.gov/preparedness/epidemiology-disease-control/disease-integration-services/std-control/congenital-syphilis/index.php#cs-providers>

Common Claim Denials Related to Prior Authorizations

A.A.C. R9-22-202(C): “The Administration or a contractor may deny payment of non-emergency services if prior authorization is not obtained as specified in this Article and Article 7 of this Chapter. The Administration or a contractor shall not provide prior authorization for services unless the provider submits documentation of the medical necessity of the treatment along with the prior authorization request.”

The following is a list of common denials regarding Prior Authorization’s (PA) and the appropriate solution:

D14-Requires Prior Authorization

Solution: Please submit the required documentation and an authorization form marked “Retro Authorization” to the CMDP Health Services Unit via fax (602) 351-8529 or email CMDPPriorAuthorizations@AZDCS.gov. If a retro-authorization is issued, please include the number on your corrected claim submission.

D81- Prior Authorization has insufficient units remaining

Solution: Please call 602-351-2245, select preferred language and then press provider option 2 and then option 3 to speak with a Health Services PA specialist.

D80- Prior Authorization has no units available

Solution: Please call 602-351-2245, select preferred language and then press provider option 2 and then option 3 to speak with a Health Services PA specialist.

D74- Prior Authorization is denied

Solution: If you are not satisfied with this decision and you have **additional information** you would like us to review, forward to fax number 602-351-8529 or email CMDPPriorAuthorizations@AZDCS.gov. Mark your request as a “RECONSIDERATION”. If a retro-authorization is issued, please include the number on your corrected claim submission.

D73- Prior Authorization services do not match claim

Solution: Please call 602-351-2245, select preferred language and then press provider option 2 and then option 3 to speak with a Health Services PA specialist.

If your request for a retro authorization is denied, you can contact the Grievance Manager at 602-771-3640, or file a claim dispute to the following address:

Arizona Department of Child Safety
CMDP-C010-18
Attention: Grievance Manager
P.O. Box 29202
Phoenix, AZ 85038-9202

CMDP Provider Insight

Did You Know CMDP covers the following items as long as you write a prescription for them?

- Over the counter medications such as Acetaminophen, cough syrups and Ibuprofen. With cold and flu season approaching many of these items will help limit their exposure by keeping our children out of the emergency rooms.
- Because our kids’ health is our priority, we also cover condoms.

Benefits of Cultural Competence

All of us are programmed by our culture. This determines our behaviors and attitudes.

Culturally competent health care: Health care services should respect the culture of members. Medically-necessary covered services are culturally competent when they fit the member. They should be based on the member's needs.

Benefits of cultural competency: Most people think their own values and customs are best. They may expect other cultures to share those views. Some benefits of having culturally competent health care services are listed below.

Social Benefits	Health Benefits	Business Benefits
<ul style="list-style-type: none">• Increases mutual respect and understanding between patient and organization• Increases trust• Promotes inclusion of all community members• Increases community participation and involvement in health issues• Assists patients and families in their care• Promotes patient and family responsibilities for health	<ul style="list-style-type: none">• Improves patient data collection• Increases preventive care by patients• Reduces care disparities in the patient population• Increases cost savings from a reduction in medical errors, number of treatments and legal costs• Reduces the number of missed medical visits	<ul style="list-style-type: none">• Incorporates different perspectives, ideas and strategies into the decision-making process• Decreases barriers that slow progress• Moves toward meeting legal and regulatory guidelines• Improves efficiency of care services• Increases the market share of the organization

Source: American Hospital Association, 2013.

Member Services as a resource: Use the Member Services Unit as a resource for child-specific, culturally competent health care services and/or providers, such as:

- A specific language, gender, ethnic, geo-graphical, or specialized health care provider for the individual needs of a member
- Health care services responsive to a member's cultural or religious beliefs
- Translation services for health care appointments when a language-specific provider is unavailable
- Interpretation services orally or for the hearing impaired
- Written health care information in a native language
- Health care information in an alternative format for the visually impaired.

CMDP wants members to get health care services that are best for them. Please contact Member Services for questions and information at 602-351-2245 or 800-201-1795.

Resource:

Health Research & Educational Trust. (2013, June). *Becoming a culturally competent health care organization*. Chicago, IL: Illinois. Health Research & Educational Trust accessed at <http://www.hpoe.org/resources/ahahret-guides/1395>.



Language Line

Today more than ever the use of many different languages, including sign language for hearing impairment, are prevalent. This may cause a cultural isolation barrier between a patient and their healthcare professional. Communication is crucial for the patient-doctor relationship.

CMDP offers Language Line Services to help members and caregivers to communicate with healthcare providers. Interpretation is available to CMDP members in over 140 languages either by phone or written translation.

If you believe a CMDP member or caregiver may be in need of translation services please feel free to direct them to CMDP Member Services at 602-351-2245 or 1-800-201-1795. CMDP cannot ensure the availability of services therefore we ask that members provide at least one week advanced notice. However, CMDP will make every effort possible to arrange services regardless of the notification timeframe.

Utilize the Member Services Mailbox to request the following:

- Member Eligibility
- Dental History
- General Questions

CMDPMemberServices@AZDCS.gov

CMDP Provider Insight

Medicaid Fraud and Abuse: How to Report It

Anyone suspecting Medicaid fraud, waste, or abuse should report it. Health care fraud, waste, and abuse can involve patients, physicians, pharmacists, beneficiaries, and medical equipment companies.

You do not have to leave your name when reporting suspected Medicaid fraud. You can leave the information on the CMDP Corporate Compliance Hotline voice mail box at 602-771-3555.

The following information is helpful when reporting alleged fraud:

- Name of the CMDP member on their CMDP card
- Name of the physician, hospital, or other health care provider
- Date of service
- Estimated amount of money involved
- Description of the suspected fraudulent acts

Billing Members is Prohibited

Under most circumstances, CMDP out-of-home caregivers and CMDP members are not responsible for any medical or dental bills incurred for the provision of medically necessary services. Please note that an AHCCCS registered provider shall not request or collect payment from, refer to a collection agency, or report to a credit reporting agency an eligible person or a person claiming to be an eligible person in accordance with Arizona Administrative Code R9-22-702.

Civil penalties may be assessed to any provider who fails to comply with these regulations.

Providers who may have questions regarding exceptions to this rule are encouraged to contact the CMDP Provider Services unit at 602-351-2245 for clarification.

Provider Services Resources

CMDP uses the following community and agency resources to provide the best care and connections for our members:

- Arizona Health Care Cost Containment System (AHCCCS): Arizona's Medicaid agency that offers health care programs to serve Arizona residents.
www.azahcccs.gov
- Arizona Health Care Cost Containment System (AHCCCS) provider registration. The *Provider Registration* process is required to those who provide medical care services (including primary care doctors, transportation, etc) to AHCCCS beneficiaries.
<https://www.azahcccs.gov/PlansProviders/NewProviders/packet.html>
- Vaccines for Children (VFC): A federally-funded program that provides vaccines at no cost to children who might not otherwise be vaccinated because of inability to pay.
<http://www.cdc.gov/vaccines/programs/vfc/index.html>
- Every Child by 2 Immunizations (ECBT): A program designed to raise awareness of the critical need for timely immunizations and to foster a systematic way to immunize all of America's children by age two.
www.ecbt.org
- Arizona State Immunization Information System (ASIIS) and The Arizona Partnership for Immunization (TAPI): A non-profit statewide coalition whose efforts are to partner with both the public and private sectors to immunize Arizona's children.
www.whylimmunize.org
- American Academy of Pediatrics: An organization of pediatricians committed to the optimal physical, mental, and social health and well-being for all infants, children, adolescents, and young adults.
www.aap.org
- For CMDP members only, the PEDS tool may be used to screen all infants and children (up to the age of 8), because all CMDP members are considered at-risk and/or identified as having developmental delays. These children may be screened at each EPSDT visit. The PEDS Tool may be obtained from www.pedstest.com or www.forepath.org
Providers can utilize an on-line PEDS Tool training session provided by the Arizona Chapter of the American Academy of Pediatrics (AzAAP) at <https://azpedialearning.org/test1.asp>
- The Arizona Early Intervention Program (AzEIP) provides support to families of children birth to three years of age, with disabilities or special developmental needs, and helps them to build on their children's strengths, enhancing and promoting growth, development and learning.
 - Online: <https://extranet.azdes.gov/azeip/AzeipREF/Forms/Categories.aspx>
This is the fastest and most efficient method for professional referrals. To receive confirmation of the assigned AzEIP provider, please include your work email address and you will be notified.
 - Contact the local AzEIP office: <https://extranet.azdes.gov/AzEIP/FamilyInfo/FamilyInformation/FamilyInfo.aspx>

**Comprehensive Medical and Dental Program
 “Serving Arizona's Children in Foster Care”**

(602) 351-2245

800 201-1795

<https://dcs.az.gov/cmdp>

Fax Numbers

Email Address

Claims.....(602) 265-2297
 Provider Services.....(602) 264-3801
 Behavioral Services.....(602) 351-8529
 Medical Services(602) 351-8529
 Member Services.....(602) 264-3801

Claims.....CMDPclaimsquestions@azdcs.gov
 Provider Services.....CMDPProviderServices@azdcs.gov
 Behavioral Services.....CMDPBHC@azdcs.gov
 Member Services.....CMDPMemberServices@azdcs.gov
 CRS.....CMDPCRSNurse@azdcs.gov
 Health Services..... CMDPNurse@azdcs.gov



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Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact 602-364-3976; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request. • Disponible en español en línea o en la oficina 602-351-2245 o al 1-800-201-1795.