



August is National Immunization Awareness Month. With summer ending and children returning to school, now is a great time to remind parents and caregivers about the importance of immunization. National Immunization Awareness Month (NIAM) is sponsored by the National Public Health Information Coalition (NPHIC) and the Centers for Disease Control and Prevention (CDC).

The goal of NIAM is to raise awareness about the importance of vaccines for people of all ages. NIAM has prepared a helpful toolkit of resources you can use to celebrate the benefits of vaccines and highlight their importance. You can access the toolkit and learn more about NIAM on their website:

<https://www.nphic.org/niam>

Zika Virus Preparedness

With the warmer temperatures and frequent rain that characterize a typical Florida summer comes the increased risk of mosquito-borne illnesses like Zika virus. Although the most common symptoms associated with Zika are mild, Zika virus infection during pregnancy may cause serious birth defects like microcephaly in infants.

According to the Centers for Disease Control and Prevention (CDC), the best way to prevent illnesses like Zika is to protect against mosquitoes. The CDC has developed some Zika-related fact sheets to inform the public about the risks, symptoms and ways to prevent Zika's spread. You can find the English version at <http://www.cdc.gov/zika/pdfs/fs-zika-basics.pdf>. The Spanish version is available at http://espanol.cdc.gov/img/cdc/ES_49305.pdf.

The CDC also provides specific tools for health care providers related to Zika and microcephaly. These can be found at <http://www.cdc.gov/zika/hc-providers/tools.html>.

The Florida Department of Health has also created resources and materials to help Floridians and visitors protect themselves year-round. The Department recently launched a public awareness campaign for children and young adults aimed at getting them involved in preventing the spread of mosquitoes and mosquito-borne illnesses in Florida. The Spill the Water! Campaign is full of great resources for kids, parents and teachers available at www.SpilltheWater.com.

CMSPlanFlorida.gov

Children's Medical Services Managed Care Plan (CMS Plan) is a health care plan for children with special health care needs offered by the Florida Department of Health.



You Can Help Stop Abuse

It is our wish that every child is cared for properly, but that may not always be the case. Providers who suspect enrollees are being subjected to abuse, neglect or exploitation have an obligation to report suspected cases to the Florida Department of Children and Families (DCF) at:

- **Phone:** (800) 962-2873
- **TDD:** (800) 453-5145
- **Online:** ReportAbuse.DCF.State.fl.us/

Additionally, CMS Plan requires that all staff and providers report suspected instances of abuse, neglect or exploitation to the local CMS area office or the CMS Plan Risk Manager within 24 hours. For more information about abuse reporting, please consult the Provider handbook, which is available online at <http://cmsplanflorida.gov/for-health-care-providers/>

How Are We Doing?

In each issue of this newsletter, we will include a section on Healthcare Effectiveness Data and Information Set (HEDIS) scores for CMS Plan. HEDIS is a standardized tool used by more than 90 percent of health plans in America to measure performance in the areas of care and service. To learn more about HEDIS measures, please visit www.ncqa.org/hedis-quality-measurement.

Each newsletter will focus on a different grouping of HEDIS scores. As a provider for CMS Plan, you and your staff play an important role in improving our HEDIS scores by providing appropriate and timely patient care and maintaining accurate and comprehensive medical records. By reviewing our HEDIS scores, we can identify areas for improvement and work together in order to provide the best possible care for CMS Plan members.

Code	Performance Measure	All Plans Average Score	Data for CMS Plan		
			Score	Percentile	Number of Stars (1-5)
ADD-Initiation	ADHD Medications Follow-up—Initiation	49.8%	50.7%	<90th	5
FHM-7 Day	Follow-up after Mental Illness Hospitalization—7 Days	24.7%	46.5%	<60th	5
FHM-30 Day	Follow-up after Mental Illness Hospitalization—30 Days	38.4%	61.0%	<50th	4

Questions about Claims?

MED3000, a division of McKesson, is contracted with CMS Plan to serve as the Third Party Administrator to facilitate provider information, client information, service authorizations and claims payment.

For access to enrollment, prior authorizations, and claims statuses, log on to EInfoSource. Through the link <https://cms.einfosource.med3000.com>, you will be able to verify each child's CMS Plan enrollment, verify approval of prior authorization when required, and review the status of your claims. For more information, please visit <http://cmsplanflorida.gov/for-health-care-providers/>

For questions and technical assistance, providers may contact MED3000 Customer Service at 1-800-664-0146 or by email at FL-CustomerService@med3000.com.

Behavioral Health Services

The CMS Plan offers a full range of medically-necessary behavioral health services to support members. CMS Plan members can receive the following benefits:

- Inpatient hospital services for behavioral health conditions
- Specialized therapeutic foster care
- Outpatient hospital services for behavioral health conditions
- Therapeutic group care services
- Psychiatric physician services for behavioral health conditions and psychiatric specialty codes 42, 43, and 44
- Comprehensive behavioral health assessment
- Community behavioral health services for mental health conditions
- Behavioral health overlay services in child welfare settings
- Community behavioral health services for substance abuse conditions
- Residential care
- Mental Health Targeted Case Management
- Statewide Inpatient Psychiatric Program (SIPP) services for individuals under age 21 years
- Mental Health Intensive Targeted Case Management

CMS Plan's Behavioral Services

Are managed by Concordia

Behavioral Health. Concordia can be contacted based on which of CMS Plan's two contracted Integrated Care Systems (ICS) the CMS Plan enrollee is a member of. Ped-I-care serves CMS Plan members in north and central Florida counties. Our other ICS, Community Care Plan (CCP) serves members in south Florida counties.

For Ped-I-Care members, call Concordia at (877) 698-7789.

For CCP members, call Concordia at (800) 294-8642, option 1. CCP formerly SFCCN.

Reminder

CMS Plan offers healthy behaviors programs at no cost to our enrollees. These programs are:

- Smoking cessation
- Weight loss (for enrollees with a BMI \geq 40)
- Substance abuse recovery program

Providers can call the local CMS Plan area offices for additional information. Visit <http://cmsplanflorida.gov/contacts> for area office contact information.



Language and Communication Tools

As part of CMS Plan's Quality Improvement (QI) Program, we are committed to providing culturally and linguistically competent (CLC) services. The CLC plan describes how members' needs are met using appropriate tools, training items, support materials and methods of annual evaluation.

CMS Plan's members are culturally and linguistically diverse, and we work hard to ensure that each member can get the information they need in a language they understand. CMS Plan's contracted ICS Ped-I-Care and Community Care Plan (CCP) have member services departments that are able to communicate with members and their families who speak the languages most prevalent in their service areas. Additionally, language lines, translation services and Telecommunications Device for the Deaf (TTY/TTD) services are also available.

You can read more about how CMS Plan ensures effective and culturally appropriate communication with members in the Cultural and Linguistic Competency Plan, which is available online at cmsplanflorida.gov/for-health-care-providers/. You may also request a hard copy of the CLC plan at no cost by contacting Ped-I-Care at (866) 376-2456 or CCP at (866) 209-5022.

Provider Contacts

Ped-I-Care

(866) 376-2456

Community Care Plan (CCP)

1-855-819-9506

Addresses for Mailing Paper Claims

Title XIX P.O. Box

CMS MMA Specialty Plan Title XIX

P. O. Box 981648

El Paso, TX 79998-1648

Title XXI P.O. Box

MED3000 CMS Title XXI

P. O. Box 981733

El Paso, TX 79998-1733

Pharmacy Contacts

Magellan, Medicaid

Title XIX pharmacy benefits manager

Phone: 800-603-1714

MedImpact, KidCare

Title XXI pharmacy benefits manager

Phone: 800-788-2949