

CMO

CONNECTIONS

A Newsletter for IPA Network Providers

Summer Issue 2009



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Disease Management Clinical Guidelines

CMO develops and refines practice guidelines by convening multidisciplinary design and improvement teams of physicians, nurses, pharmacists, researchers and other clinicians with experience in a particular condition.

These clinical guidelines are now available online for Asthma (*adult and pediatric*), Congestive Heart Failure, Chronic Obstructive Pulmonary Disease, Diabetes, Hyperlipidemia and Hypertension!

Visit our website to view these guidelines at:

http://www.cmocares.com/corporate/disease_management/guidelines.htm

CMO's New Claims & Eligibility Portal

Did you know that you can now check claims status and member eligibility online? CMO's easy to navigate online portal allows providers to view a member's PCP history, co-payment information, insurance eligibility and claim status. With an expansive benefits section which includes basic COB information, this site allows providers to view claim status simply by entering their TIN, the member's ID and the date of service.

More providers everyday are accessing this service and you can too! If you are interested in checking claims status and member eligibility online, please email Provider Relations at CMOProviderRelations@montefiore.org and a representative will contact you regarding set-up. The registration process takes minutes and before you know it, you will be accessing CMO's Claims & Eligibility Portal to check your CMO claims status online without having to pick up the phone!

As a reminder you can also submit your claims directly to CMO using the Post-N-Track™ Web service. With this free, easy-to-use, secure Web connection, your claim submissions are delivered in real time to the CMO Electronic Data Interchange gateway. Post-N-Track is...

- free for all health care providers (zero provider transaction or installation fees);
- easy to download and install in just 5 minutes on a typical desktop PC with Windows 98+;
- Compatible with most existing systems and HIPAA-standard 837 claim files;
- Built to deliver information in real time, with faster response;
- Equipped to offer reliable, user-friendly reports which track and log every claim submitted;
- Designed with one easy connection to handle all of your CMO claims.

For more information about CMO's New Claims & Eligibility Portal or how to submit your claims directly to CMO online using Post-N-Track please call Provider Relations at 914-377-4477 or visit our website at www.CMOCares.com for more information.



Correctly Coding Chronic Kidney Disease and Diabetes

Over the past three years of monitoring diagnosis coding in The Montefiore IPA, it is no surprise to find that the chronic diseases documented most often by network participating providers are **Chronic Kidney Disease** and **Diabetes**. In order to support the most accurate documentation of these diseases the following is an outline of the correct method of coding these conditions.

DIABETES

The most common mistake physicians make in documenting and coding for diabetes is to leave out important and common complications and manifestations of this disease. *Diagnosis codes for diabetes requires 5 digits and based upon the patients clinical condition, may require a second code for the diabetic complication.*

ICD-9 Physician documentation in the medical record

250.0x	diabetes, uncomplicated
250.4x	diabetic nephropathy
583.81	<i>nephropathy</i>
250.5x	diabetic retinopathy
362.02	<i>proliferative retinopathy</i>
250.6x	diabetic neuropathy
357.2	<i>polyneuropathy</i>
250.7x	diabetic peripheral vascular disease
443.81	<i>peripheral angiopathy</i>
250.8x	other manifestations due to diabetes, e.g. diabetic hypoglycemia

Where x is the fifth digit, selected from one of the following:

- **x=0** adult diabetes, not stated as uncontrolled;
- **x=2** adult diabetes, uncontrolled

CHRONIC KIDNEY DISEASE is defined as (1) Kidney damage – pathologic abnormalities or markers of damage, (2) including abnormalities in blood or urine tests or imaging studies

ICD-9 Code	Stage	Description/ Documentation	GFR (mL/min/1.73m ²)
585.1	1	Kidney damage with normal or increased GFR	≥90
585.2	2	Kidney damage with mild decreased GFR	60-89
585.3	3	Moderate decreased GFR	30-59
585.4	4	Severe decreased GFR	15-29
585.5	5	Kidney failure	<15 or dialysis
585.9		Chronic kidney disease, unspecified	
V45.1		Renal dialysis status	
584.9		Acute renal failure, unspecified	
583.81		Nephropathy due to other diseases (e.g. DM)	

For more information please contact CMO's Coding & Compliance staff:

Bill Scesney	914.377.4701	Tabitha Deynes	914.378.6147
DebraRose Toscano	914.377.4745	Tina Palmer	914.377.4741
Jessica Acosta	914.377.4654		

The Montefiore Chronic Kidney Care Program

The Division of Nephrology of the Department of Medicine has established the **Montefiore Chronic Kidney Care Program** to enhance the treatment of patients with chronic kidney disease (CKD). By first creating a dynamic partnership between the kidney care team and the primary care physician, the goal of this program is to provide your patients with quality medical care to reduce potential complications of kidney disease as well as valuable education for understanding of the disease and treatments.

The **Montefiore Chronic Kidney Care Team** is comprised of: a nephrologist, a registered dietician who discusses dietary changes with patients, a social worker to help with patient education and insurance issues, a licensed nurse who monitors blood pressure and administers vaccines, and a care coordinator who makes all the necessary appointments and referrals. This dynamic multidisciplinary care team formulates a plan so each patient not only receives treatment, but also through education and counseling becomes an active participant **in his or her own kidney health.**

Montefiore Chronic Kidney Care Locations

Medical Arts Pavilion (M.A.P.)
3400 Bainbridge Ave, 2nd Floor
Bronx, NY 10467

Montefiore Medical Park
1515 Blondell Avenue, Suite 220
Bronx, NY 10461

*For more information or
Appointments
Call 718-920-4662*

CMO CONNECTIONS

Fall 2009 Schedule: Disease Management Workshops

As a reminder, CMO offers Diabetes, CHF and Respiratory (Asthma/COPD) Disease Management (DM) Programs to all members, including our Emblem Health membership. The CMO DM Team supports primary care and specialty providers by educating members on the importance of health maintenance, self-management techniques and prevention of disease complications. They also offer individual consultations with RNs at various primary care sites, group classes, telephonic outreach, telemonitoring programs and coordination of services for eligible members.

To register, patients and providers can call 1-800-MD-MONTE (1-800-636-6683).

“Diabetes & Healthy Eating” Workshops:



MMG Bronx East - 2300 Westchester Avenue, Bronx

Tuesday, September 22, 2009 @ 10 AM – 12 PM

Tuesday, September 22, 2009 @ 4 PM - 6 PM *(In Spanish)*

Tuesday, October 20, 2009 @ 12 PM– 2 PM

Tuesday, November 17, 2009 @ 10 AM - 12 PM *(In Spanish)*

Tuesday, November 17, 2009 @ 4 PM-6 PM

Yonkers Public Library - 1500 Central Park Ave, Yonkers

Tuesday, September 15, 2009 @ 10 AM – 12 PM (3rd Floor - Mtg Rm)

Tuesday, October 20, 2009 @ 10 AM - 12 PM (3rd Floor- Mtg Rm)

Tuesday, November 17, 2009 @ 4 PM - 6 PM (Main Floor– Story Rm)

MMG Grand Concourse - 2532 Grand Concourse, Bronx

Thursday, September 24, 2009 @ 10 AM – 12 PM

Thursday, October 29, 2009 @ 10 AM – 12 PM

Thursday, November 19, 2009 @ 4 PM– 6PM

Co-op City Community Ctr. - 177 Dreiser Loop, Bronx 2nd Fl, Room # 8

Tuesday, September 22, 2009 @ 10 AM – 12 PM

Tuesday, October 20, 2009 @ 10 AM– 12 PM

Tuesday, November 17, 2009 @ 4 PM– 6 PM

“Learn About COPD & Asthma” Workshops:



MMG Bronx East - 2300 Westchester Avenue, Bronx

Tuesday, September 15, 2009 @ 10 AM – 11:30 AM

Tuesday, October 8, 2009 @ 3 PM– 4:30 PM

Tuesday, November 10, 2009 @ 10 AM - 11:30 AM *(In Spanish)*

Yonkers Public Library - 1500 Central Park Ave, 3rd Fl, Yonkers

Tuesday, September 17, 2009 @ 3 PM – 4:30 PM

Tuesday, October 22, 2009 @ 10 AM - 11:30 AM

Tuesday, November 12, 2009 @ 3 PM - 4:30 PM

MMG Grand Concourse - 2532 Grand Concourse, Bronx

Tuesday, September 22, 2009 @ 10 AM – 11:30 AM

Tuesday, October 13, 2009 @ 3 PM – 4 PM

Tuesday, November 5, 2009 @ 10 AM– 11:30 AM

Co-op City Community Ctr. - 177 Dreiser Loop, Bronx 2nd Fl, Room # 8

Tuesday, September 29, 2009 @ 10 AM – 11:30 AM

Tuesday, October 27, 2009 3 PM– 4:30 PM

Tuesday, November 17, 2009 @ 10 AM– 11:30 AM

Impacting Patient Outcomes One Intervention at a Time

You have most likely heard by now about CMO’s numerous care management programs which provide a great value to physicians and patients. Serving as advocates for the needs of our members, CMO’s **Case Management Team** remains active supporting the IPA network by screening and facilitating care and coordinating services. Since the program was implemented in May 2008, CMO has facilitated more than **6,000 interventions**.

To help you better understand the scope of services provided to CMO member’s by the **Case Management Team**, here is a list of some of the most frequently occurring interventions:

Provider Referrals, Appointment Facilitation, Case Manager and/or Pharmacist Consultation, Patient Education (Diagnosis, Medications, Life Planning), Behavioral Health Consults, Enrollment in Tele-monitoring and Specialized

Case Management Programs, Nutritionist and House Calls Referrals and Disease Management Program Referrals.

CMO’s **Case Management Team** understands that the more members are touched and screened, the more healthcare outcomes and quality of life can be improved. Members are screened at points of transitions such as after discharge, ED visits and when levels of care change such as post SNF discharge and when home care services end. We are continually identifying complex patients who require coordination of services through our PCP Rounding program. Since January of this year, **40 IPA primary care physicians** have been visited and over **600 patients** have been screened and referred for one of CMO’s intervention programs.

Referrals to the CMO Care Management programs can be made by calling 914-378-6721.

CMO CONNECTIONS

Meet Your Provider Relations Liaison

CMO Provider Relations Liaisons are available to assist providers with any issues or concerns. Liaisons offer a variety of services such as orientation and educational sessions for office staff on CMO systems as well as policies and procedures of the healthcare delivery system. Each physician is assigned a Provider Relations Liaison— find your Provider Relations Liaison below:

Mirna Alomar Velez, 914.377.4425

mirvelez@montefiore.org

**Voluntary & Non-MMC
Affiliated Physicians**

Glenys Colon, 914.377.4428

gfermin@montefiore.org

**Vendor Services,
CareLink Eligibility System**

Julian McMaster, 914.377.4457

jmc масте@montefiore.org

Montefiore Medical Group Physicians

Horace McFarlane, 914.377.4427

hmcfarla@montefiore.org

EDI Specialist

Ashley Smullen, 914.378.6790

asmullen@montefiore.org

**MMC Employed/ Faculty Practice
Physicians**

Important CMO Contact Numbers:

CMO Customer Service Line

888- MONTE CMO or 914-377-4400

Fax: 914-375-2174

Monday - Friday: 8:00 am - 6:00 PM

Call Customer Service to confirm a member's enrollment status, benefits and co-payment information, check the status of your claims or to be directed to Medical Management for authorizations.

Provider Relations

Phone: 914-377-4477

Fax 914-377-4794

Disease Management

Phone: 866-996-6683

Fax : 914-457-9503

Medical Management

Fax 914-377-4798

Phone: Oxford Medicare inquiries only 800-876-7455

Credentialing and Payer Enrollment

Phone: 914-377-4690

Fax : 914-377-4791

Fax: Oxford Medicare only 914-476-4362

University Behavioral Associates (UBA)

Phone: 800-401-4UBA or 914-377-4550

Fax: 914-377-4788



IPA Insider Classifieds

Do you have office space to lease? In search of new partners or office staff? Or maybe you have a new service or program to announce?

**Let us help you communicate to all
IPA members.**

If you are interested in advertising in our newsletter free of charge, please email CMONews@montefiore.org or call 914.377.4477.

PROVIDERS

Are you moving?

If you are or have changed your Tax ID, CMO needs to be informed.



Please send an updated W9 form along with the provider's updated information on company letterhead to:

CMO Provider Relations

100 Corporate Boulevard, Ste. 100

Yonkers, NY 10701

Fax: 914.377.4794

For more information about **CMO Connections**, please contact CMO Provider Relations at 914.377.4477.

CMO - The Care Management Company
200 Corporate Boulevard South
Yonkers, New York 10701

Corporate Telephone: **914.377.4400**

Fax: **914.476.4825**

Email: CMONews@montefiore.org

Website: www.CMOCares.com