



Health Care Alert

A QUARTERLY PUBLICATION PROVIDING TIPS FOR INDIVIDUALS WITH MENTAL RETARDATION AND THEIR SUPPORT TEAMS IN ACCESSING HEALTH CARE THROUGH THE MANAGED CARE SYSTEM

Transition Issues Relating to the New Medicare Prescription Drug Benefit, Medicaid (Medical Assistance) Changes and Dual Eligible (Medicare/Medicaid) Individuals

There have been many difficulties with the transition of the new Medicare Drug Benefit, which went into effect on January 1, 2006. A number of issues have been reported to Philadelphia Coordinated Health Care (PCHC).

They have included (but are not limited to):

- X Individuals not receiving prescription drug cards
- X Individuals receiving cards with a message stating "valid PCP is required"
- X Individuals who were never auto assigned to a Medicare Prescription Drug Plan (PDP) or the Medicare Advantage HMO (Keystone 65 Complete or Health Partners Senior Silver) plan
- X Individuals who were asked to pay exorbitant co pays
- X Individuals who were not assigned to any prescription drug plan even though one was selected.

Although PCHC does not have all of the answers to the problems reported, they will provide some direction as to where to start the process of resolving these difficult situations. One further common scenario relates to a lack of understanding that while people may be enrolled in a Medicare prescription drug plan, they still have Medical Assistance and items such as incontinence briefs will be covered through Medical Assistance.

Here are some useful numbers and web sites if you are having difficulty:

- ✉ Accessing items/services such as incontinence briefs, dental, Medicaid covered prescriptions: call the Medicaid (MA) Call Center at 1-866-542-3015.
- ✉ Related to Keystone 65 Complete Plan: call the case management intake number 1-800-313-8628 and ask for a special needs case manager.
- ✉ Or make a list of the individual's name, social security number, and the particular issue and fax it to Veronica Medina at Keystone Mercy Health Plan by dialing 215-937-8881#. Include a contact name and number. Veronica will forward these directly to Keystone 65 member services and they will respond directly back to you.
- ✉ Related to Health Partners Senior Silver Plan: call Leah French, Special Needs Unit coordinator at 215-991-4378.
- ✉ With the plan that Medicare assigned or other system problems: call 1-800-MEDICARE (633-4227) or the Center for Medicare

and Medicaid Services toll line 215-861-4226, toll free line 1-866-334-9994 or e-mail to partdcomplaints_RO3@cms.hhs.gov.

- ✉ Getting Prescriptions filled due to problems with cost sharing or co-payments for dual eligible individuals. Pharmacists should be aware of the stopgap program that has been put into place to address these issues. Operational guidance for pharmacies will be posted on the DPW website at <http://www.dpw.state.pa.us/Family/MedicarePartD/>.
- ✉ Pharmacists who are trying to determine a person's PDP or Medicare Advantage (Special Needs) plan can do an E1 query into the Medicare Online Claims system with the individuals HIC# (Medicare#). If the pharmacy is having a problem with this method, they can call TROOP Facilitation Help Desk at 1-800-388-2316, if these options do not work, the pharmacy may call 1-866-835-7595.

PCHC has a list of the most common Benzodiazepines and Barbiturates that has been created by a pharmacist from the Office of Medical Assistance. Remember that these drugs will not be covered under the Medicare Prescription Drug plans but will be covered through Medical Assistance using the individual's Access card. You may call PCHC to request a copy.

If you still need help, please do not hesitate to contact PCHC and ask to speak to the Health Care Technical Assistant (HCTA) assigned to your area 215-546-0300.

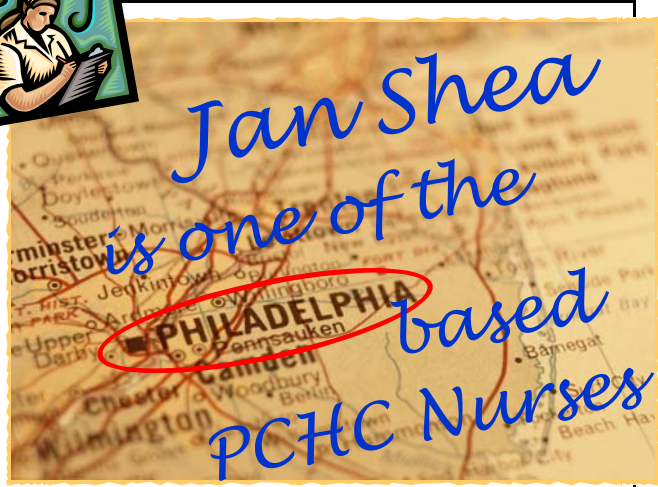
"APPLAUSE!!!"

PCHC would like to publicly recognize the hard work of the Health Care Technical Assistant (HCTAs) staff during the recent Medicare/Medicaid transition. The HCTAs have spent countless hours educating and assisting providers, staff, parents and individuals across the SE Region on the new Medicare Prescription Drug Act, Medicaid changes, and how it effects dual-eligibility. They were even recognized by Congressman Curt Weldon of Delaware County.

CONGRATULATIONS ON A JOB WELL DONE!

The information presented to you is to increase your awareness of health conditions. It is not intended to replace medical advice. Please seek the advice of a physician for any health related concerns.









Jan worked two years in critical care nursing, three years on an adolescent psychiatric inpatient facility and four years as Director of Nursing at an agency in Bucks County. She has 14 years experience with people with developmental disabilities and has had her CDDN credentialing for the past three years. Jan has been with Philadelphia Coordinated Health Care for four years. Please contact her at 215-546-0300 extension 3209.

Community Hospital Outreach Project

PCHC, along with the help of Stephanie L. Tessing, Temple University MD/ MPH Candidate will be conducting focus groups with local hospitals..

- The following hospitals will be contacted for participation:
- | | |
|----------------------------|--------------------------|
| Temple University Hospital | Lower Bucks Hospital |
| St. Mary's Hospital | Frankford Bucks Hospital |
| Abington Hospital | |

The goals of this project are to:

-  Increase awareness of the "special needs" of individuals served by hospital staff
-  Improve outcomes of hospitalizations
-  Increase the level of "feeling safe" for people with cognitive disabilities in hospital settings
-  Increase the level of comfort and confidence in hospital staff working with people who have cognitive disabilities

The results of the focus groups will be documented in a thesis report by Stephanie and will be shared with the Southeastern Region Office of Mental Retardation as well as the individual County Offices of Mental Retardation.

"Communication is Key!"


In our busy day-to-day lives it is not always easy to remember what communication has been shared with others. Communication is crucial when it involves someone's health care.

A form that has been useful in communicating information is the "Meal Profile". This is a one page form which communicates essential information about a person's diet and eating. The form can be found on the PCHC website in the Publications Section under "Dysphagia Resource Booklet" (page 35).

Please share this with families, workshops, day programs and anyone assisting a person with chewing or swallowing problems during snacks and mealtimes. This form of communication along with verbal communication may make a difference in a person's life by preventing choking and aspiration pneumonia. As with any information it is confidential and needs to be shared on a need to know basis and not displayed in public site.

Remember we may forget to share verbally but if information is written and accessible to be reviewed it is just one more step that will aid with communication.



 PCHC in collaboration with Elwyn Inc. and Special Smiles, LTD has been working on a Developmental Disabilities Council Grant to look at state-wide dental care access. The group will be conducting surveys and focus groups for both individuals and dental care providers in different venues across the state. The purpose is to assess barriers and best practices in providing oral health care to individuals with disabilities in Pennsylvania. Drexel University's Public Health Department is aiding with the design, implementation and review of findings. Please be aware that you may be contacted to participate for the SE Region. Your input is vital! The goal of the report is to provide important information for the state to use to improve programs and policies serving the MR/DD population.



Philadelphia Coordinated Health Care
123 S. Broad Street ♦ Philadelphia, PA 19109 ♦ 215-546-0300 ♦ fax 215-790-4976
PCHC is a core program of PMHCC, Inc.