

# Our Quality Commitment, Your Compliance Reference

## AVMED'S CARE MANAGEMENT

### and Healthy Living Programs

AvMed has programs designed with your patient's health in mind. Our Care Management and Disease Management/Healthy Living programs are focused on delivering personalized health and wellness strategies that encompass and support our Members' lifestyles, goals, health and wellness needs. If you think your patient is a good candidate for one of AvMed's programs please refer to their benefit package. Services may be available to them.

#### AvMed's Care Management Program

- Complex Care for Members who are experiencing a catastrophic event or diagnosis or who have multiple diagnoses requiring coordination and support
- Short-term Care for Members who could benefit from extra support following a health issue
- Transitional Care for Members who are discharged from a hospital and transitioning back home or to a skilled nursing facility.
- Specialty Care for Members who have specialized health issues
- High-risk maternity
- Transplant

For more information on how our Care Management programs may be able to assist your patients or to make a referral by phone, please call AvMed's Care Management Department at **1-800-972-8633**. Referrals can also be submitted to our secure e-mail at [CM@AvMed.org](mailto:CM@AvMed.org). For referrals via e-mail, please include: Member name, AvMed ID number and reason for the referral.

#### AvMed's Disease Management/Healthy Living Program:

- Asthma
- CAD – coronary artery disease
- COPD – chronic obstructive pulmonary disease
- Diabetes
- Congestive heart failure

Healthy Living representatives are available to assist with your AvMed Members. Liaisons can provide you with information available to your patient. Just call AvMed's Healthy Living at **1-855-81 AVMED (28633)**.

## CLINICAL PRACTICE AND PREVENTIVE HEALTH GUIDELINES

AvMed actively adopts and disseminates standards, guidelines, and related documents as a convenient reference for AvMed Network practitioners. The documents contain the most current information

related to clinical practice, and they are an essential resource for all health professionals who care for AvMed Members.

Guidelines are reviewed and if necessary, updated quarterly when new scientific evidence and national standards are published. Visit AvMed's website to access the following clinical and preventive guidelines and standards and other related documents at

#### AvMed.org/Providers:

- Clinical Guidelines
- Behavioral Health Clinical Guidelines
- Pediatric & Adult Preventive Care Recommendations
- Childhood, Adolescent and Adult Immunization Schedules
- Appointment and After-Hours Access Standards for PCPs and Specialists
- Medical Record Standards

For a paper copy of these clinical and preventive health guidelines, standards, recommendations or any other AvMed physician reference, call the Provider Service Center at **1-800-452-8633** or e-mail your request to [Providers@AvMed.org](mailto:Providers@AvMed.org).

## EVALUATION of New Technology

AvMed has an active Medical Technology Assessment Program to evaluate and address new developments in medical technology and new applications of existing technology for the purpose of possible inclusion in its benefit plans.

If you have questions regarding medical technologies, such as medical and behavioral health procedures, pharmaceuticals and/or devices, please contact AvMed's Provider Service Center at **1-800-452-8633**.

## ADVANCE DIRECTIVES

AvMed encourages its contracted Primary Care Physicians to offer and explain advance directives to all AvMed Members 18 years of age or older.

According to the AvMed Medical Record Standards, documentation that the Member has or has not executed an advance directive must be displayed in a prominent part of the Member's medical record. A sticker may be utilized to indicate the Member's advance directive status.

The Member is not required to have an advance directive completed. In accordance with section 765.110, F.S., the Provider shall not, as a condition of treatment, require the Member to execute or waive an advance directive.

## MEMBERS' RIGHTS AND RESPONSIBILITIES

### Members have a right to:

- Considerate, courteous and dignified treatment by all participating Providers without regard to race, religion, gender, national origin, or disability and a reasonable response to a request for services, evaluation and/or referral for specialty care.
- Receive information about AvMed, our products and services, our contracted practitioners and Providers, and Members' rights and responsibilities.
- Be informed of the health services covered and available to them or excluded from coverage, including a clear explanation of how to obtain services and applicable charges.
- Access quality care, receive preventive health services and know the identity and professional status of individuals providing services to them.
- The confidentiality of information about their medical health condition being maintained by the Plan and the right to approve or refuse the release of Member-specific information, including medical records, by AvMed, except when the release is required by law.
- Participate in decisions involving their healthcare and to give informed consent for any procedure after receiving information about risk, length of inactivity and choices of alternative treatment plans available regardless of cost or benefit coverage.
- Refuse medical treatment, including treatment considered experimental, and to be informed of the medical consequences of this decision.
- Have available and reasonable access to service during regular hours and to after-hours and emergency coverage, including how to obtain out-of-area coverage.
- A second opinion from another participating physician or non-participating consultant in the AvMed service area.\*
- Know about any transfer to another hospital, including information about why the transfer is necessary and any alternatives available.
- Be fully informed of the complaint and grievance processes, and use them without fear of interruption of health services.
- Make recommendations regarding the Plan's Members' rights and responsibilities policies.
- Written notice of any termination or change in benefits, services or the Member's Providers.

### Members have the responsibility to:

- Choose an AvMed-participating Primary Care Physician (PCP) and establish themselves with this physician.\*\*
- Become knowledgeable about their health plan coverage, including covered benefits, limitations and exclusions, procedures regarding use of participating Providers, and referrals.
- Take part in improving their health by maximizing healthy habits.
- Supply information (to the extent possible) that the organization and its practitioners and Providers need in order to provide care.

- Ask any questions and seek any clarification necessary to adequately understand their illness and/or treatment; follow the recommended and mutually agreed upon treatment plan.
- Keep appointments reliably, and promptly notify the Provider when unable to do so.
- Fulfill financial obligations for receiving care, as required by their health plan agreement, in a timely manner.
- Show consideration and respect to Providers and Provider staff.

\*A portion of the cost of a non-participating consultant will be the responsibility of the Member. This benefit includes consultation only and does not guarantee continued care with consulting Provider.

\*\*Certain AvMed plans do not require that you choose a PCP. However, AvMed encourages all Members to establish a relationship with a PCP to help coordinate their care.

## CONTINUITY AND COORDINATION

### of Medical & Behavioral Healthcare

Psychcare is AvMed's statewide behavioral healthcare Provider. They administer inpatient, outpatient, mental health and substance abuse services for AvMed Members.

Care coordination for Behavioral Health or substance abuse treatment can easily be made by fax or telephone, Monday through Friday from 8 a.m.-7 p.m. Psychcare supports AvMed's CenteredCare approach by facilitating the effective coordination of care for all Members who require integrated care between medical and behavioral Specialists to address complex comorbidities, coexisting/co-occurring disorders, and/or a wide range of social problems that may impact the Members' ability to attain wellness.

During the hours of 8:30 a.m.- 5 p.m., Psychcare offers PCPs telephonic consultation with a Board Certified Psychiatrist to address any questions or concerns they may have related to their patient's mental health status and appropriate use of psychotropic medications as well.

Additional information and resources are available on Psychcare's website at [Psychcare.com](http://Psychcare.com). Fax requests to Psychcare at 1-800-370-1116, or call to coordinate care at **1-800-221-5487**.

## ACCESS TO STAFF

### and Decision-Making Criteria

AvMed provides practitioners seeking information about the Utilization Management (UM) process, decision-making criteria, and the authorization of care access to appropriate staff. Staff will identify themselves by name, title, and organization name when initiating or returning calls regarding UM issues. Staff is available by phone Monday-Friday between the hours of 8:30 a.m.-5 p.m. Please contact **1-800-452-8633** for assistance. Fax after hours communications to 1-800-339-3554. On-call staff is available at **1-888-372-8633** to take calls regarding urgent or emergent authorization requests.

For assistance with information related to AvMed's decision-making criteria, please call AvMed's Provider Service Center at **1-800-452-8633, option 3**. You may also access UM criteria on AvMed's website at **AvMed.org**. Language assistance services and TTY services are available for Members who need them. Please call AvMed Member Services Department toll-free at the number listed on the Member's AvMed ID card (TTY 711 or 1-800-955-8771).

## AUTHORIZATION PROCESS PROTECTED

### by Strict Policies

AvMed has strict policies for Associates involved at all levels of the authorization process. Utilization Management decision-making is based on appropriateness of care and service, as well as Member benefit coverage. AvMed does not reward physicians or other individuals for issuing denials of coverage or care. AvMed does not provide financial incentives to Utilization Management decision-makers for any type of utilization determinations resulting in barriers to care, service or under-utilization.

AvMed requires all Associates responsible for Utilization Management decisions to sign an AvMed **Affirmation Statement Regarding Incentives** form. By signing this form, Associates affirm that they do not receive incentives or rewards from any source for any type of utilization determination for AvMed Members.

## MEDICAL RECORD Requirements

In keeping with NCQA, national and state standards, AvMed requires Members' medical records be maintained in a current, detailed and organized manner for effective and confidential patient care and quality review.

AvMed has established medical record standards to make communication, coordination and continuity of care easier, and to promote efficient and effective treatment. The standards are available as a reference for all practitioners on AvMed's website at **AvMed.org**. Hard copies are available upon request.

AvMed's medical record standards ensure that Network Practitioners comply with standards. Policies and procedures address the following information:

- Confidentiality of medical records
- Medical record documentation standards
- An organized medical record-keeping system and standards for the availability of medical records
- Performance goals to assess the quality of medical record keeping

AvMed's established policies and procedures for primary care medical records involve the following:

- All services provided directly by a practitioner who provides primary care services
- All ancillary services and diagnostic tests ordered by a practitioner
- All diagnostic and therapeutic services for which a Member was referred by a practitioner

### Confidentiality of Medical Records

Physicians' offices and practice sites should have established confidentiality policies and procedures for patients' records and the release of records in accordance with HIPAA standards and practices. In general, the following standards and practices apply:

- Notifying patients of their privacy rights and how their information can be used
- Adopting and implementing privacy procedures for the practice
- Ensuring medical records are organized and stored securely granting access to authorized personnel only
- Providing periodic training for staff in Member information confidentiality

### Organized medical record-keeping systems for availability of medical records:

- Each medical record must have HIPAA-compliant Member identification
- Medical records must be organized and stored in a secure manner allowing easy, prompt and efficient retrieval and granting access to authorized personnel only. AvMed assesses the quality of medical record keeping with established performance goals.

AvMed has established performance goals to assess the quality of medical record keeping. Documentation standards are assessed from samples of medical records, which may be utilized for HEDIS® studies, Ambulatory Medical Record Reviews (AMMRs) or other audits. Practitioners are scored on the elements noted above.

AvMed has implemented a method to improve medical record-keeping. A practitioner with identified deficiencies in medical record-keeping will be sent a request for a corrective action plan to improve their medical record-keeping practices. You can ask for tools and aids to assist in the medical record-keeping process. AvMed appreciates your collaboration in our efforts to obtain an excellent NCQA accreditation for our medical record standards.

AvMed conducts an annual audit of Primary Care Physicians' (PCPs) medical records to fulfill federal and state requirements and to identify any areas for improvement.

In 2014, the average score of all medical records audited by AvMed was 98.7 percent, which exceeded the minimum criteria of 90 percent.

Standards on the Ambulatory Medical Record Review (AMRR) are derived from AvMed's policies on Medical Record Documentation Guidelines. These have been established from generally accepted standards required from various regulatory and accreditation agencies such as the National Committee for Quality Assurance (NCQA). To view these standards, visit **AvMed.org/Providers**.

## PHARMACY MANAGEMENT

### Policies & Procedures

All AvMed Formularies are updated on our website by the 5<sup>th</sup> of each month. Policies and procedures are updated on our website by the 15<sup>th</sup> of each month following Pharmacy and Therapeutics (P&T) Committee meetings on March 15, June 15, September 15, and December 15.

## QUALITY PROGRAM

### Operations

AvMed continually reviews, adopts and disseminates updated standards, guidelines and related documents (including Members' Rights & Responsibilities) for use by AvMed's Network Practitioners and Members. All resources contain current information related to clinical practice. They are provided as a convenient tool for all healthcare professionals who care for AvMed Members.

As a physician or care Provider, you have the ability to submit a Quality of Care complaint if you believe a mistake was made in the care rendered by another physician or care Provider. Please submit your complaint via email to the Provider Service Center at [Providers@AvMed.org](mailto:Providers@AvMed.org).

If you would like to participate more directly or would like more information about our Quality Improvement Program, including progress toward our goals, processes and outcomes, you may view or download this information. Visit [AvMed.org](http://AvMed.org), click on **Providers**, then **Tools**, **References** and finally, **Quality Improvement Program**.

If you would like a paper copy of our Quality Improvement Program summary or any other documents, email [Providers@AvMed.org](mailto:Providers@AvMed.org) or call the Provider Service Center at **1-800-452-8633**.

## PRIMARY CARE

### Practitioner and Specialist

#### Appointment and After-Hours Accessibility Standards

Contractually, PCPs or a designee must be available to Members 24 hours a day. AvMed surveys Members to determine level of satisfaction with their PCPs including satisfaction with office staff, wait times, appointment accessibility, and more. PCPs may also be assessed annually to ensure their compliance with making appointments for Members within the recommended AvMed guidelines. When appropriate, results are calculated and forwarded to each PCP for review and action.

#### Initial Appointment

##### Type of Appointment

Regular and routine care/  
physical exam

Urgent examination

##### Criteria

- Within one month (30 calendar days)
- Within 48 hours
- Office to office interaction or physician services intervention may be required

##### Appointment Examples

- Yearly, well-female physical exam
- Recheck for cholesterol
- Stable diabetic follow-up
- Broken extremities
- Active GI bleed
- Nausea/vomiting
- Palpitations

#### Follow-up Appointment

Initiation of new symptoms

Increase in active/disabling symptoms

- Within 2-3 calendar days

- Intractable pain
- Progressive weakness

#### Wait Time in Office

The wait time after arriving for an appointment does not exceed 30 minutes, unless the patient is notified of the delay.

#### After Hours

After hours telephone access:

Be accessible by phone during all published hours of operations and be available to return calls within 6 hours.

