HMO Blue Texas℠ and Blue Advantage HMO℠ Disease Management Programs, Case Management Program, Clinical Practice Guidelines and Bridges to Excellence

Please Note
Throughout this provider manual there will be instances when there are references unique to HMO Blue Texas and/or Blue Advantage HMO. These network specific requirements will be noted with the network name.

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HMO Blue Texas and Blue Advantage HMO

Disease Management Programs, Case Management Program, Clinical Practice Guidelines and Bridges to Excellence, cont’d

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HMO Blue Texas Only Important Note

**HMO Blue Texas** physicians and professional providers who are contracted/affiliated with a capitated IPA/Medical Group must contact the IPA/Medical Group for instructions regarding referral and preauthorization processes, contracting, and claims-related questions. Additionally, **HMO Blue Texas** physicians or professional providers who are not part of a capitated IPA/Medical Group but who provide services to an **HMO Blue Texas** member whose PCP is contracted/affiliated with a capitated IPA/Medical Group must also contact the applicable IPA/Medical Group for instructions. **HMO Blue Texas** physicians or professional providers who are contracted/affiliated with a capitated IPA/Medical Group are subject to that entity’s procedures and requirements for **HMO Blue Texas** physician or professional provider complaint resolution.

Continued on next page
**HMO Blue Texas and Blue Advantage HMO**

**Disease Management Programs**

*Please Note* Throughout this provider manual there will be instances when there are references unique to **HMO Blue Texas and/or to Blue Advantage HMO**. These network specific requirements will be noted with the network name.

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<th>Disease Management Programs Overview</th>
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<tr>
<td>The <strong>HMO Blue Texas and Blue Advantage HMO</strong> Disease Management Program provides chronically ill <strong>HMO Blue Texas and Blue Advantage HMO</strong> members with the resources to remain healthy and maintain their quality of life. The program is available to members diagnosed with asthma, chronic obstructive pulmonary disease, congestive heart failure, coronary artery disease and cardiovascular condition clusters, diabetes, low back pain, metabolic syndrome, weight management, and/or those who need assistance with tobacco cessation. Member enrollment is voluntary; candidates are identified through continuous recruitment.</td>
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**HMO Blue Texas and Blue Advantage HMO** takes a comprehensive approach to Condition Management by involving the patient, the Plan and the attending physician in the education and counseling process. **HMO Blue Texas and Blue Advantage HMO** will notify physicians in writing of their patients’ enrollment in the program and provide periodic updates on patient progress as needed. When appropriate, **HMO Blue Texas and Blue Advantage HMO** will notify physicians of changes in their patients’ health status and encourage patients to maintain open communication with their Physician.

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<th>Disease Management Programs - Program Goals</th>
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<td><strong>HMO Blue Texas and Blue Advantage HMO</strong> has established the following goals for the Disease Management Program:</td>
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<td>• Enhance member self-management skills</td>
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<td>• Reduce intensity and frequency of disease-related symptoms</td>
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<td>• Enhance member quality of life, satisfaction, and functional status</td>
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<td>• Improve member adherence to the physician’s treatment plan</td>
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<td>• Improve communication among member, physician, and health plan</td>
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<td>• Facilitate appropriate health care resource utilization</td>
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<tr>
<td>• Reduce avoidable hospitalizations, emergency room visits, and associated costs related to the disease; and reduce work absenteeism and medical claim costs</td>
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<td>• Enhance member closure of condition specific gaps in care</td>
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HMO Blue Texas and Blue Advantage HMO
Disease Management Programs, cont’d

Please Note
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Disease Management Programs Overview and Compliance

Periodic assessments are conducted to identify diseases that have a significant impact on members. To identify members appropriate for disease management, risk stratification is performed using pharmacy, lab and medical claims as well as the predictive modeling tool. Based on stratification results, targeted interventions are offered to address members’ levels of disease severity.

Members with mild severity may receive educational materials and other self-management tools to support their physician’s treatment plan. Each member with the condition receives a seasonal mailer and an outbound call. Members with a moderate or severe condition are eligible for extended program components.

The Blue Care Connection® Program staff coordinate all chronic condition participant services and collaborates with specialty staff to ensure continuity and coordination of care for those members with a moderate or severe condition. The focus of the condition management program includes the management of chronic conditions; Diabetes, Coronary Artery Disease (CAD) and Cardiovascular Condition Clusters, Congestive Heart Failure (CHF), Chronic Obstructive Pulmonary Disease (COPD), Low Back Pain, and Asthma. A hierarchy is used to determine which of multiple conditions a member is experiencing has the highest priority to include the management and support of comorbid conditions.

In addition, the Blue Care Connection Program staff has experience in and processes in place to manage chronic conditions, such as hypertension, metabolic syndrome, cancer and oncology related diagnosis, migraine headaches, gastroesophageal reflux disease, and osteoarthritis.

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HMO Blue Texas and Blue Advantage HMO
Disease Management Programs, cont’d

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Physician Integration/Collaboration
The Blue Care Connection program plan of care is designed to support the physician’s treatment plan. The physician may be contacted by the clinician and/or Plan medical director for clinician to clinician consultation as follows:

- Clarification of the member’s treatment plan including open gaps in care;
- Clarification of medications;
- Member is non-compliant with treatment;
- There are concerns related to member safety and/or quality issues;
- Behavior or lifestyle is detrimental to the condition being managed;
- Clinician cannot reach the member and has information that could be vital to share with the provider.

Blue Care Connection resources can help a member plan and manage their health, but does not replace the care of a physician. The intent of the physician collaboration is to alert the physician to gaps in health care and outreach to the physician to involve them in facilitating condition specific gap closure. The physician collaboration is designed to respect the physician’s knowledge and strengthen the relationship between the physician and their patient.
HMO Blue Texas and Blue Advantage HMO
Disease Management Programs, cont’d

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Gap Closure
Gap closure focuses on showing improvement in the member’s care through engaging them and their physician in better management of health outcomes. The Blue Care Connection clinical staff can identify opportunities from claims that a physician may not be able to identify during a normal office visit. To identify gap closure and health improvement opportunities, the clinician researches a member’s claims history through review of claims history available in the medical management system platform. Gap closures and health improvement opportunities may include the following:

- **Diabetes**
  - No physician office visit in 6 months
  - No HbA1C in the past 12 months
  - No low density lipoprotein in the past 12 months
  - No microalbuminura in the past 12 months
  - No ACE inhibitor or ARB in the past 6 months for diabetes with hypertension

- **Asthma**
  - Not on controller medications

- **Chronic Obstructive Pulmonary Disease (COPD)**
  - Bronchodilator adherence

- **Congestive Heart Failure (CHF)**
  - No physician office visit in the past 6 months

- **Coronary Artery Disease (CAD) and Cardiovascular Condition Clusters**
  - No low density lipoprotein in the past 12 months

- **Low Back Pain**
  - No evidence of medication adherence or compliance with therapy

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HMO Blue Texas and Blue Advantage HMO
Case Management Program

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Complex Case Management Programs focus on the one to two percent (1% - 2%) of the population with late stage chronic or catastrophic conditions such as: transplants, major trauma, rare diseases, and end of life issues. The Utilization Management and Blue Care Connection staff members are trained on medical events that may trigger a referral to complex Case Management.

Care Coordination and Early Intervention Program is a transition of care model that fosters clinical improvement. The program provides pre-admission, inpatient, and post-discharge outreach designed to provide educational and safety support to members having an admission for a targeted diagnosis or procedure code that has been identified as having a high potential for readmission and/or post discharge complications. The program focus is to reduce readmissions, emergency room visits, and improve member health outcomes.

NICU. The NICU program is administered internally by specialty R.N.s along with an assigned neonatologist. The assigned specialist is not an employee of BCBSTX, but is a credentialed, practicing specialist. The focus of the programs is on enhancing and supporting the physician’s treatment plan and on assisting the member with navigation through the medical care system while maximizing their benefit dollars.

Program components include the following:

- Weekly telephonic case review with the Plan medical director, an assigned neonatologist, and the NICU R.N.
- Ongoing telephonic contact between the Plan medical director and the attending neonatologist to discuss the appropriate level of care and treatment
- Coordination of home health and DME
- Social service support for assistance in addressing barriers to discharge

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Outcome Measures

The Case Management Program is URAC accredited and meets state regulatory requirements for case management. Standard reports are produced periodically and summarize:

- Resource utilization
- Goals met
- Overall member satisfaction
- Quality of life and functional status

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HMO Blue Texas and Blue Advantage HMO
Case Management Program, cont’d

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Special Beginnings® Program
Childbirth-related expenses have become one of the largest components of health care costs today. To maintain costs and to assist female members in achieving healthy pregnancy outcomes, BCBSTX offers the Special Beginnings program, our obstetrical wellness program, to most of our HMO Blue Texas and Blue Advantage HMO members. This program monitors HMO Blue Texas and Blue Advantage HMO members from program referral through the first six weeks of the infant’s life with a goal of achieving healthier families through proactive pre- and post-natal health education. In addition, BCBSTX provides high-risk pregnancy case management services to all HMO Blue Texas and Blue Advantage HMO members.

Program Overview — The Special Beginnings program includes a pregnancy risk assessment, educational materials, and targeted outreach during the pregnancy and for six weeks after delivery. Program participants also have access to an obstetrical registered nurse case manager throughout the program.

Risk Assessment — When the plan is notified of a member’s pregnancy, the member is contacted to determine her interest in participating in the voluntary Special Beginnings program. If she chooses to participate, an individualized risk assessment is conducted and follow-up monitoring of her pregnancy is coordinated through a scheduled series of follow-up calls with program staff. The call schedule varies according to the risk level of the pregnancy; however, women with normal pregnancies receive a minimum of two calls before and one call after delivery. During the call made within 4-6 weeks after delivery, a depression screening is completed to ensure any issues related to post-partum depression are addressed. If the screening is positive, additional outreach is made until the issue is resolved or stabilized with treatment.

Educational Materials — All participants receive a comprehensive educational book covering a multitude of pregnancy and infant care related topics. The Special Beginnings website accessed through Blue Access for Members also provides a wealth of pregnancy related information.

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Special Beginnings Program, cont’d

Note: To ensure HMO Blue Texas and Blue Advantage HMO members have the opportunity to participate in the Special Beginnings Program, physicians must contact the Medical Care Management Department at 800-441-9188 or access the iExchange Web application, immediately, with notification of any pregnancy for their HMO Blue Texas and Blue Advantage HMO members. Members may also call 888-421-7781 directly to enroll.
HMO Blue Texas and Blue Advantage HMO
Clinical Practice Guidelines

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Clinical Practice Guidelines
Clinical Practice Guidelines will be reviewed and revised, as appropriate, at least every two years. Guidelines may be reevaluated and updated more frequently, depending on the availability of additional data and information relating to the guideline topic.

Clinical Practice Guidelines are reviewed and adopted as the foundation for its Disease Management Programs, quality initiative and provider tools. The guidelines are based upon nationally recognized clinical expert panels, and are available to assist Physicians in clinical practice.

Wellness Guidelines
Promotion of preventive health is a major objective of the BCBSTX Quality Improvement Program. The Adult, Infant, Child and Adolescent, and Prenatal Wellness Guidelines have been adopted by BCBSTX and are provided to HMO Blue Texas and Blue Advantage HMO members. The Wellness Guidelines are available on the BCBSTX Provider website at bcbstx.com/provider, under Clinical Resources.

Clinical Practice Guidelines
Clinical Practice Guidelines (CPGs) are also available for advanced care planning, asthma, cardiovascular disease, chronic obstructive pulmonary disease, chronic pain, chronic/congestive heart failure, depression, diabetes, geriatrics, hyperlipidemia, hypertension (HTN), metabolic syndrome, tobacco cessation and weight management.

To assist in patient education, these guidelines are available to Physicians by calling the Disease Management Department at 800-462-3275, or you may access the guideline references on the BCBSTX Provider website at bcbstx.com/provider, under Clinical Resources.

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HMO Blue Texas and Blue Advantage HMO
Clinical Practice Guidelines, cont’d

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<td>• National Consensus Project for Quality Palliative Care Clinical Practice Guidelines for Quality Palliative Care. Third Edition</td>
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<td>• AHA/ACCF secondary prevention and risk reduction therapy for patients with coronary and other atherosclerotic vascular disease: 2011 update: A guideline from the American Heart Association and the American College of Cardiology Foundation</td>
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<tr>
<td>• 2013 AHA/ACC/TOS guideline for the management of overweight and obesity in adults: a report of the American College of Cardiology/American Heart Association Task Force on Practice Guidelines and The Obesity Society</td>
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<tr>
<td>• ACC/AHA guideline on the assessment of cardiovascular risk: a report of the American College of Cardiology/American Heart Association Task Force on Practice Guidelines</td>
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<tr>
<td>• 2013 AHA/ACC guideline on lifestyle management to reduce cardiovascular risk: a report of the American College of Cardiology/American Heart Association Task Force on Practice Guidelines</td>
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<td>• 2013 ACC/AHA guideline on the treatment of blood cholesterol to reduce atherosclerotic cardiovascular risk in adults: a report of the American College of Cardiology/American Heart Association Task Force on Practice Guidelines</td>
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<td>• U.S. Preventive Services Task Force, Screening for Depression in Adults</td>
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<td>• U.S. Preventive Services Task Force, Screening for Type 2 Diabetes Mellitus in Adults, Recommendation Statement</td>
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Clinical Practice Guidelines, cont’d

Clinical Practice Guidelines for Chronic Obstructive Pulmonary Disease (COPD)

Clinical Practice Guidelines for Chronic Pain

Clinical Practice Guidelines for Chronic/Congestive Heart Failure (CHF)
- 2009 Focused Update: ACCF/AHA Guidelines for the Diagnosis and Management of Heart Failure in Adults (2009)

Clinical Practice Guidelines for Depression
- Practice Guideline for the Treatment of Patients with Major Depressive Disorder, Third Edition
- Practice Parameter for the Assessment and Treatment of Children and Adolescents with Depressive Disorders

Clinical Practice Guidelines for Diabetes
- Click on the word Diabetes

Clinical Practice Guidelines for Geriatrics
- American Geriatrics Society Updated Beers Criteria for Potentially Inappropriate Medication Use in Older Adults (2012)

Clinical Practice Guidelines for Hyperlipidemia

Clinical Practice Guidelines for Hypertension
- 2014 Evidence-Based Guideline for the Management of High Blood Pressure in Adults Report From the Panel Members Appointed to the Eighth Joint National Committee (JNC 8)

Clinical Practice Guidelines for Metabolic Syndrome
- 2013 AHA/ACC guideline on lifestyle management to reduce cardiovascular risk: a report of the American College of Cardiology/American Heart Association Task Force on Practice Guidelines

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HMO Blue Texas and Blue Advantage HMO
Clinical Practice Guidelines, cont’d

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Clinical Practice Guidelines for Tobacco Cessation

• Best Practices for Comprehensive Tobacco Control Programs – 2014

Clinical Practice Guidelines for Weight Management

• Dietary Guidelines for Americans 2010
HMO Blue Texas and Blue Advantage HMO

Bridges to Excellence

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Bridges to Excellence

Blue Cross and Blue Shield of Texas (BCBSTX) is now licensed as a sponsor of the Bridges to Excellence (BTE) Recognition Programs, offered by the Health Care Incentives Improvement Institute (HCI3) – access the following link for more information - hci3.org. There are two programs offered: the Diabetes Care Recognition Program and the Cardiac Care Recognition Program. The aim of these programs is to improve the care given to patients with diabetes and cardiac disease and reward physicians who give exceptional care. These programs also demonstrate our company’s commitment to improving the quality of health and wellness of BCBSTX members.

Physicians who treat members with diabetes and cardiac disease are invited to become BTE recognized and have the opportunity to earn annual incentives by providing superior care based on BTE guidelines. BCBSTX will incentivize a BTE recognized physician $100 per BCBSTX selected patient, per program year.

To find a detailed description of BCBSTX’s BTE Diabetes Care and Cardiac Disease Recognition Programs, refer to the BTE Program Guide located on the BCBSTX provider website at the following link bcbstx.com/provider/training/bridges_excellence.html