

**Provider Bulletin
July 31, 2009**

Important Resources Available Online

BlueChoice HealthPlan Medicaid has a variety of online resources available to help you in the care of your patients. Please read on about online access to medical policies, clinical utilization management (UM) guidelines, clinical practice guidelines, and more.

Medical Policies and Clinical UM Guidelines

To learn more about our medical policies, please visit our website at www.BlueChoiceSCMedicaid.com. Click anywhere in the provider area. Choose Resources, and then under that same heading, click the link **Medical Policies and UM Guidelines**.

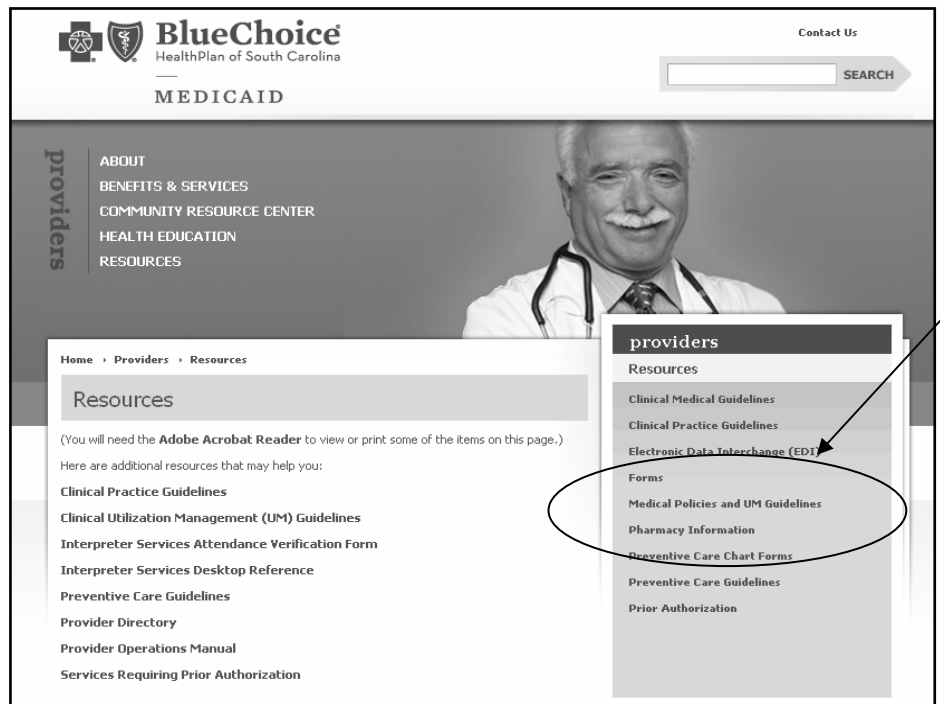
These criteria are available to members, physicians, and other health care providers upon request by contacting the UM department at **1-866-902-1689**, 8 a.m. to 5 p.m., Monday through Friday, excluding holidays.

You also should know that...

The UM department applies medical policies and clinical guidelines for utilization management screening and decisions. We do not solely rely on these guidelines and policies, but also take into consideration the clinical information that you provide and the individual health care needs of the member.

Decision criteria incorporate nationally recognized standards of care and practice from sources such as the American College of Cardiology, American College of Obstetricians and Gynecologists, American Academy of Pediatrics, American Academy of Orthopedic Surgeons, current professional literature and cumulative professional expertise and experience. The decision criteria used by the clinical reviewers are evidenced-based and consensus-driven. We periodically update criteria as standards of practice and technology change. We involve actively practicing physicians in the development and adoption of the review criteria.

BlueChoice HealthPlan Medicaid makes UM decisions affecting the health care of members in a fair, impartial, consistent and timely manner. We do not reward practitioners or other individuals conducting utilization reviews for issuing denials of coverage or care. There are no financial incentives for UM decision-makers that encourage decisions that result in under-utilization.



Web Steps for Accessing Important Provider Resources

The latest information and resources for providers, including BlueChoice HealthPlan Medicaid's Provider Operations Manual are available online at www.BlueChoiceSCMedicaid.com by following these easy steps:

- Click anywhere in the **Provider** area
- On the following screen:
 - Select **ProviderAccess** to a secure website featuring claims and member eligibility information
 - Select **Resources** for access to **forms, guidelines, Provider Operations Manual, provider directory and more**
 - Select **News and Bulletins** for the latest information regarding operational updates

Clinical Practice Guidelines Updated and Approved

BlueChoice HealthPlan Medicaid recently updated its Clinical Practice Guidelines. Our Clinical Quality Improvement Committee approved these changes on April 15, 2009.

By following the web steps above, you can find the latest **Clinical Practice Guidelines** under **Resources**. We have updated the following guidelines:

Diabetes – for a summary of revisions for the 2009 Clinical Practice Recommendations, click on this link: http://care.diabetesjournals.org/cgi/reprint/32/Supplement_1/S3.

Cancer (supportive care in Oncology) – eight of the ten guidelines have a 2009 update. To view these guidelines, you must login and register at this site:

http://www.nccn.org/professionals/physician_gls/f_guidelines.asp?button=I.

NHLBI has added change pages to the following guideline:

Asthma – a change page describing updates made to the document since it was posted on the web in August 2007, can be found at the following website:

<http://www.nhlbi.nih.gov/guidelines/asthma/epr3-errata.htm>.

Benefit plans differ and BlueChoice HealthPlan Medicaid may not provide coverage for all services discussed in the Clinical Practice Guidelines. If you are uncertain regarding coverage of a particular service, please contact our Customer Care Center at **1-866-757-8286** for more information and for a copy of the guidelines.

Thank you for your continued service in providing quality health care to our members.