From the Senior Medical Director:

Virginia Premier would like to thank our providers once again for the excellent care provided to our members. Our favorable review from the National Committee of Quality Assurance (NCQA) is proof of your hard work and commitment to our Medicaid and Dual (Medicare and Medicaid) enrollees.

Healthcare Effectiveness Data and Information Set (HEDIS)
Virginia Premier recently received a Commendable Accreditation Status from the NCQA for 2015, based on the HEDIS scores for this year and the current Standards score. We remain committed to improvement and our nurses will continue to be in touch with you for HEDIS office record reviews.

Pharmacy Updates
We would like to remind you that our Preferred Drug List (PDL) is updated monthly and can be found on our website at www.vapremier.com.

Our current Pharmacy Benefits Manager (PBM), Envisions Rx, reviews all new medications when they enter the market. Their findings are presented to Virginia Premier’s Pharmacy and Therapeutics Committee. The Pharmacy and Therapeutics Committee is made up of physicians, pharmacists and other healthcare professional from across the state of Virginia. The Committee works in conjunction with our PBM to make all formulary decisions. If you have any questions about our PDL, please call 804-819-5151 and ask for the Pharmacy Department.

Influenza Season
As we prepare for the Influenza season once more, we are depending on each of you to administer the FLU vaccines as indicated by current recommendations from the Centers for Disease Control and Prevention (CDC). These recommendations have been approved by the Advisory Committee on Immunization Practice (ACIP).

Virginia Premier approved the available FLU and Pneumococcal vaccines. You can find information about the current recommendations at www.flu.gov. Please note that ACIP recently changed the interval for PCV13 and PPSV23 in elderly adults. The interval for other populations remains the same (please refer to MMWR Mob Mort Wkly Rep. 2015; 64:944-947 for the full text).

Please take time to enjoy this beautiful Virginia fall!

Warm regards,
Melvin T. Pinn, Jr. M.D., M.P.H.,FAAFP
Compliance Corner

False Claims Act
The False Claims Act (31 U.S.C & 3729) is a federal law that makes it a crime for any person or organization to knowingly make a false record or file a false claim to any federal health care program. This includes any plan or program that provides health benefits funded by the US government or state health care program. The following are some examples of potential false claims:

- Knowingly billing for services that were not provided (knowingly is also defined as should have known)
- Submitting inaccurate or misleading claims for actual services provided
- Billing for services not medically necessary
- Participating in a kickback scheme
- Making false statements to obtain payment for services

There are significant penalties for violating the federal False Claims Act. Financial penalties can total as much as three times the amount of the claim plus fines of $5,000-$11,000. In addition to fines and penalties, the courts can impose criminal penalties against individuals and organizations for willful violations of the False Claims Act.

Report any suspected violations of the False Claims Act to your Compliance Officer or you may contact Virginia Premier by calling:

Program Integrity Officer: 804-819-5173  
Compliance Helpline: 1-800-620-1438 or online at [https://www.vapremier.com/program-integrity/compliance-concern-reporting/](https://www.vapremier.com/program-integrity/compliance-concern-reporting/)

Reports to Virginia Premier will remain confidential and can be anonymous.

Provider Services

NaviNet Transition
From October 1, 2015 to October 15, 2015, Virginia Premier will be performing maintenance on our systems in preparation for the transition to a new online automated authorization submission process. During this period, we ask that you submit all admission authorizations via fax at 877-739-1365. Outpatient authorizations can be submitted through Virginia Premier’s provider portal located at [www.vapremier.com](http://www.vapremier.com).

If you have any questions, please contact the Referrals, Authorizations and Organizational Determination Service Center at 1-888-251-3063 (select option 1 for Virginia Premier). Thank you for your cooperation.

ICD-10: Effective October 1, 2015 Providers must submit ICD-10 codes to Virginia Premier
Starting on October 1, 2015, Virginia Premier will no longer accept claims billed with ICD-9 codes. For additional information regarding the ICD-10 transition, please visit our website at [www.vapremier.com](http://www.vapremier.com).

Clear Coverage: Virginia Premier’s new automated authorization system
As part of our continuous effort to improve the turnaround time of authorization requests, Virginia Premier is introducing Clear Coverage as our new intelligent, automated decision support solution for submitting authorizations online. See the table on the next page to learn more.
Virginia Premier CompleteCare: Patient Pay Notice
Effective October 1, 2015, Long-Term Services and Support providers will no longer be required to submit Patient Pay Information on claims submission. Virginia Premier CompleteCare will access the patient pay detail from DMAS and automatically reduce final claims payment by the amount of the patient pay liability.

Virginia Premier CompleteCare: API to NPI Conversion
Effective October 1, 2015, Home and Community Based Service providers including Personal Care, Respite Care, Service Facilitators, PERs, Transition Services, and Home Health providers will be required to submit claims with a National Provider Identifier (NPI) number. Claims submitted after October 1, 2015 without a NPI number will not be processed.
Provider Orientation: New and Existing Provider Offices
Virginia Premier would love to help you get all the information you need! If you would like to schedule a new provider in-service or you need a refresher on Virginia Premier’s guidelines, please call Provider Services at 1-800-727-7536 or contact your local provider service representative.

You may also visit our website at www.vapremier.com for a listing of Provider Education Meetings for your area.

Interested in the opportunity to interact with your local Provider Service Representatives and other providers in your area? Attend one of Virginia Premier’s quarterly Provider Education Meetings, which are held throughout several service areas. Virginia Premier is committed to supporting our providers and keeping you informed about policy changes and other updates. These meetings are intended to give providers and their staff the opportunity to share concerns, exchange ideas, discuss common issues, and give suggestions to Virginia Premier staff, while also receiving the latest news and updates. To find out when the next Provider Education Meeting will be held in your service area, please visit the Provider Resources section on our website at www.vapremier.com

Affirmative Statements about Incentives
Virginia Premier affirms the following about our Utilization Management (UM) practices:

- UM decision making is based on coverage and appropriate care and service.
- Doctors or other individuals are not rewarded for denying service or care.
- UM decision makers do not receive money or other gifts to encourage decisions that result in under usage.

Quality

Collaborating with Virginia Premier improves the quality and coordination of care for your patients and supports your meaningful use initiative. Working with us also presents improvement opportunities to meet requirements for state and federal incentives.

Participation in Virginia Premier’s Pay for Performance (P4P) supports local, statewide and national performance measurement initiatives by:

- Providing practice-level assistance with identification and targeting of patients for outreach, more intensive intervention or for overdue testing/follow-up
- Supporting HEDIS and Patient-Centered Medical Home outcome measurement and analysis
- Assisting with Meaningful Use
- Providing Network-level Best Practice identification and dissemination

This initiative is summarized in four important areas to the practice:

- Support for condition focused outreach
- Support with care coordination, outreach, Case and Disease Management programs
• Actionable business intelligence to improve P4P incentive payouts
• Future State: Point of service member alerts to close gaps in care

**Time:** Virginia Premier is keenly aware that as a practitioner, your days are getting shorter and shorter. We would like to give some of that time back to you. We plan to do so by drastically reducing the administrative drain from health information requests during the HEDIS data abstraction period. A year-round effort relatively assures more bandwidth for your practice and support from Virginia Premier as we collectively engage patients/members for follow-up.

**Resources:** We realize that a significant portion of your resources are consumed by administrative duties. If you are a Primary Care Provider (PCP), your proactive participation in this program ensures that you maximize your practice's payout. This will greatly reduce the incidence of gaps in care and advise Virginia Premier of member compliance. It will contribute to your demonstration of Meaningful Use of Electronic Medical Records (EMR) data, and significantly reduce bombardment during the HEDIS data abstraction period (February through May).

**Benefit:** The benefit of proactive member engagement is priceless. It helps your practice get the recognition it deserves as one of the best practices in our community, and it helps Virginia Premier attain the level of member compliance it needs to demonstrate an effective network.

Beyond having the resources to grow the practice and stay abreast of new technologies, we believe all providers are interested in “The Prize.” What is the prize? The prize is public recognition for being the best practice in your community, amongst peers, and throughout the network for providing affordable quality care. This collaboration is designed with that goal in mind. Please contact your Provider Service Representative (PSR) if you have questions on how to get started.

If you have any questions or concerns after reading this newsletter please call Virginia Premier at 804-819-5151.
Contact Us

**AT&T Language Line** 1-800-774-4344  
**Compliance Helpline** 1-800-620-1438  
**EnvisionRxOptions** 1-855-872-0005  
**FAMIS Central Processing Unit (CPU)** 1-866-873-2647  
**Managed Care Helpline** 1-800-643-2273  
**McKesson Nurseline** 1-800-256-1982  
**Member Services** 1-800-727-7536, Option 1  
**Smiles for Children** 1-888-912-3456  
**TDD (Voice Service)** 1-800-828-1140  
**Transportation** 1-800-727-7536, Option 2  
**TTY (Text Service)** 1-800-828-1120  
**VSP** 1-800-877-7195 / 1-800-852-7600

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**Bristol Office** 105 Village Circle | Bristol, VA 24201  
**Roanoke Office** 4910 Valley View Blvd, NW, Suite 202 | Roanoke, VA 24008  
**Tidewater Office** 825 Greenbrier Circle | Chesapeake, VA 23320

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