

Frequently Asked Questions for Primary Care Physicians



Q: What is the HealthPlus HealthySolutions Product?

A: Under the HealthPlus HealthySolutions product, HealthPlus members can receive the Preferred benefit level (i.e., lower copayments and deductibles) for pursuing healthy behaviors and for agreeing to follow their physician's treatment plans related to healthy behaviors.

Q: What is my role in HealthPlus HealthySolutions?

A: As a primary care physician, you play a very important role in HealthPlus HealthySolutions. You have a major role in determining if the member is eligible for Preferred benefits by meeting with the member, assessing their health behaviors and health status and developing a treatment plan, if appropriate.

Within the first three calendar months of initial coverage, the member and covered spouse must make an appointment with you to complete the HealthPlus HealthySolutions treatment plan form. In completing the form, the member must meet all three of the following:

SELECTION A		SELECTION B
Not smoke.	OR	Commit to a smoking cessation treatment plan developed by his or her physician.
AND		
Have a healthy weight (a BMI at or below 30, unless pregnant).	OR	Commit to a weight reduction treatment plan developed by his or her physician.
AND		
Have blood pressure below 140/90 (or below 130/80 if diabetic).	OR	Commit to a blood pressure treatment plan developed by his or her physician.

If the member smokes, has a BMI over 30 or has high blood pressure and does not commit to your recommended treatment plan, the member is not eligible for Preferred benefits.

Once you have completed Sections 2 and 3 on the treatment plan form, both you and the member sign the form. You then submit the form online at www.healthplus.org/ProviderResources or fax the form to HealthPlus at (810) 496-8470.

Q: Are any lab tests required for the submission of the treatment plan form?

A: A fasting lipid profile, fasting blood sugar or HbA1c test may be indicated based on the member's age and risk factors. **These tests are not required for submission of the treatment plan form.**

Q: Have there been any updates to HealthPlus HealthySolutions?

A: Effective April 1, 2012, there is an updated version of HealthPlus HealthySolutions. This version includes a third step for members who require a treatment plan in order to remain in the Preferred benefit level.

Q: What is the third step?

A: If the employee or their covered spouse requires a treatment plan for any of the three health indicators listed on the treatment plan form, tobacco use, BMI or blood pressure, then they will be required to complete Step 3, a follow-up visit with you, their primary medical provider, to track progress on their treatment plan. This follow up visit must be completed in the seventh or eighth month of the member's plan year.

Q: As the primary medical provider, how do you determine their progress?

A: When a member returns for their follow-up visit, they will have a copy of their initial treatment plan form for you to review. It is up to you as their primary medical provider to determine whether or not the member is making progress on any of their specific treatment plans. You complete the treatment plan form with the follow-up information and submit it again to HealthPlus online at www.healthplus.org/ProviderResources or by faxing the form to HealthPlus at (810) 496-8470.

Q: What needs to be completed on this form?

A: HealthPlus will send a copy of the original treatment form completed in Step 1 to members during the sixth month of the benefit year. When they make their follow up visit they will bring this form with them and you will complete Section 4 indicating the member has made progress since their last visit or that they are not following their treatment plan. **If it is checked that they are not following their treatment plan, the entire family will be moved to the Base benefit level which has higher out-of-pocket costs.** Please sign the form in Section 5 and then submit the form online at www.healthplus.org/ProviderResources or fax the form to HealthPlus at (810) 496-8470.

Q: Is the treatment plan form the only requirement for HealthPlus HealthySolutions members?

A: No. In addition to having the treatment plan form filled out, they must also complete the HealthQuest Profile (a health risk assessment) which is located online at www.healthplus.org. If they require a treatment plan for any of the health indicators, the member must make a follow-up visit to you in the seventh or eighth month of their plan year to monitor their progress.

Q: How do I bill for providing these services?

A: You may bill for both visit and completion of the treatment plan form using the CPT code 99401 (preventive counseling, individual, 15 minutes). HealthPlus pays \$30 for this service. If you file the form online at www.healthplus.org/ProviderResources, you will be paid \$40. You must file a claim using the CPT code 99401 for the \$30 and you will be paid an additional \$10 per form in a check issued quarterly.

Q: Do I collect an office visit copay for the visit to complete the treatment plan form?

A: There is no member copay for the completion of the treatment plan form, provided that the member is covered under HealthPlus HealthySolutions. If other services, such as an office visit procedure are billed, then copays would apply per the contract rider. If the member comes in to have their treatment plan form filled out prior to the effective date of their HealthPlus HealthySolutions coverage, they will be responsible for any copays that apply under their current plan.

Q: Do I bill separately for completing the treatment plan form for the member and his/her covered spouse?

A: Yes, if you are the assigned primary medical provider for both the member and his/her covered spouse. There is no copay on CPT code 99401 for HealthPlus HealthySolutions members.

Q: Do I need to perform a complete physical exam on the patient?

A: No. You can complete the treatment plan form without conducting a full physical exam, although you may choose to do one if your patient is due for a physical. The treatment plan form focuses on three primary health measures: tobacco use, BMI, and blood pressure, which can be assessed easily during a brief office visit. Data from an earlier physical, up to 12 months prior, may be used to complete the form. If you choose to perform a physical, you may bill for both the physical and completion of the treatment plan form. If the member is ill, you may bill for both a sick visit and completion of the treatment plan form. There is no copay for the completion of the treatment form itself.

Q: Does HealthPlus offer tobacco cessation programs, weight management programs, etc..., to help my patients comply with their treatment plans?

A: HealthPlus offers many programs and services free-of-charge to assist you in helping members achieve their health goals. You can visit the HealthPlus website at www.healthplus.org, to learn more about tobacco cessation, weight management, physical activity and disease management programs. You can also call HealthPlus at 1-800-345-9956, ext. 1943.

Q: What if my patient has a physical or mental condition that limits his/her ability to comply with standard treatment plans for tobacco cessation, weight loss, high blood pressure, etc...?

A; If your patient has a physical or mental condition that makes it unreasonably difficult to make the lifestyle changes required under HealthPlus HealthySolutions, call HealthPlus at 1-866-810-4540 and we will work with you and the patient to find an acceptable accommodation. For example, if an obese patient is hearing impaired and wheelchair-bound and is unable to attend a weekly weight loss class, HealthPlus may recommend the online Weight Watchers program for the patient.