

The Quality Improvement (QI) program at HealthPlus establishes a systematic approach for continuously monitoring, evaluating and improving the quality and safety of the care and service provided to members. The quality improvement evaluation process uses prospective, concurrent and retrospective assessment, and results in recommendations for change when opportunities for improvement are identified. The program also includes assessment of the effects of implemented changes.

The HealthPlus Board of Directors has the ultimate responsibility for assuring that an effective, efficient QI program is developed, implemented, monitored, evaluated, reported, revised and approved. Revisions are based upon an evaluation of the activities of the previous year and its effect on the quality and safety of clinical care and service.

A summary of the HealthPlus Quality Improvement Program can be found on our website at www.healthplus.org in the *Provider* section.

Preventive Health Guidelines detail the schedule of appropriate screening, evaluation and counseling by age and gender. ***HealthPlus works in collaboration with the Michigan Quality Improvement Consortium (MQIC), and with input from its practitioners, to develop Preventive Health Guidelines based on nationally recognized, evidence-based guidelines.*** Preventive Health Guidelines are reviewed and updated at least every two years. Preventive health services are monitored through studies such as mammography screening, cervical cancer screening and immunization administration.

The Preventive Health Guidelines can be found on our website at www.healthplus.org in the *Provider* section.

Disease management is a population-focused process that targets diseases important in the HealthPlus membership that are amenable to disease management programs. HealthPlus implements strategies to assist physicians and members toward improvement of health and utilization behaviors and outcomes specific to these identified diseases.

The HealthPlus HealthQuest Disease Management program currently targets the following diseases: asthma, diabetes, cardiovascular disease, acute myocardial infarction, heart failure, and chronic obstructive pulmonary disease (COPD). HealthPlus HealthQuest Disease Management covers Commercial, Medicare Advantage, Medicaid and PPO lines of business.

HealthPlus works with your patients who have been identified as having these targeted diseases by providing:

- Introductory welcome packet and phone call
- Disease-specific health care reminders
- Telephone calls to select members to assess needs for education and self care
- Mailings of disease-specific educational materials at least four times per year
- Telephone and mail reminders for disease-specific standards of care and missing services
- HealthPlus Web site education, information and links to other health information sources
- Case management for complex care needs
- Disease-specific newsletters
- Community seminars

HealthPlus HealthQuest Disease Management works to support primary care physicians by providing reports based on member claims information that suggest intervention opportunities. In addition, patient education materials for use in your office can be found on our website at <http://healthplusmi.kramesonline.com/>. In addition, disease-specific videos can be found on our website at <http://www.healthplus.org/DMVideos.aspx>.

Enrollment and participation in HealthPlus HealthQuest Disease Management program is automatic once HealthPlus identifies the member's eligibility from claims and other sources. Members can request to opt out of these programs by calling 1-800-345-9956, ext. 8050.

Referrals to the disease management programs are accepted from PCPs, medical directors, specialists, ancillary providers, members and plan staff.

Questions or concerns regarding the HealthPlus HealthQuest Disease Management programs can be directed to Kim Harrold RN BSN at (810) 720-8186 or kharrold@healthplus.org.

Tobacco Cessation

HealthPlus has a tobacco cessation program to help members quit smoking. HealthPlus' tobacco cessation program has a variety of options your patient may choose from, including:

- **Quit kit:** For members who feel they just need an organized plan to quit smoking. *Quit* materials are sent to a member's home.
- **Community class reimbursement:** HealthPlus will help identify local *Quit* classes and reimburse the member for the tuition cost to attend.
- **Phone coaching:** A member is assigned a health coach who works with him or her. *Quit* materials are sent to the member's home.
- **Online coaching:** Members can interact "online" with a coach who will assist them.
- **Prescription benefits:** Depending on coverage, most members are able to access medications designed to help them quit smoking.

To refer a patient, call:

1-800-345-9956, ext. 8189

or complete and send the Health & Lifestyle Management fax back referral form to (810) 230-2106. This form (Tobacco and Weight Program Request Form) can be found on our website at www.healthplus.org in the *Provider/Forms and Downloads* section.

Tobacco Counseling Reimbursement

HealthPlus will reimburse physicians to provide tobacco cessation counseling for Medicaid, Medicare and Commercial members in the office.

In order to be reimbursed, the physician must document the counseling session in a patient's chart. The two diagnosis codes for smoking and tobacco-use cessation visits are 99406-intermediate (three to 10 minutes) or 99407-intensive (greater than 10 minutes).

Weight Management

HealthPlus has a weight management program to help members achieve a healthy weight. Members must qualify for the "iCanChange" program by meeting criteria established by HealthPlus. Members can elect to do:

- **"Online Coaching"** is available to HealthPlus HMO members who are looking for help in losing weight. Members will be assigned a personal health coach who will assist them in their weight management efforts online
- **"Phone Coaching"** is available to HealthPlus HMO members who are at risk for developing a disease because of their weight or who may already have chronic health conditions such as high blood pressure and/or diabetes. Members will have the advantage of the *Online Coaching* program as well as phone coaching and an *iCanChange* kit that includes a workbook materials sent to their home, Members will be assigned to a personal health coach who will motivate and help them with their weight management efforts for one year!

HealthQuest Perks

HealthPlus cares about your patients! We are continually looking for innovative ways to show patients that we appreciate their membership. HealthPlus offers HealthQuest Perks. HealthQuest Perks offer valuable discounts on a variety of products, programs and services.

Discounts are offered on such programs as:

- Weight Watchers
- Jenny Craig
- Snap Fitness
- Edgepark medical supplies such as weight scales and blood pressure cuffs
- Hurley Health & Fitness
- EyeMed Vision Care

These are not covered benefits – they are programs and services that provide “added value” to a HealthPlus membership.

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or complete the Health & Lifestyle Management fax back referral form to (810) 230-2106. This form is located on our website at www.healthplus.org in the *Provider/Forms and Downloads* section.

For more details on HealthQuest Perks, members may visit www.healthplus.org.

Health & Wellness Online

Health & Wellness Online is a free source of interactive information on how to eat right, stay fit and stay healthy. Members can complete the “HealthQuest Profile” health risk assessment and develop their own personal wellness page based on their health risks and interests. They can also record and manage their own “Personal Health Record” so their health history is easy to access when they need it. Plus, we have tools (e.g., medical encyclopedia and interactive quizzes) to help them set up health-smart goals like smoking cessation or weight loss and keep track of their progress.

For more details on Health & Wellness Online, members may visit www.healthplus.org and click on *Health & Wellness*.

Clinical Practice Guidelines are developed to assist physicians and patients with decisions regarding appropriate health care for specific clinical conditions. HealthPlus Clinical Practice Guidelines are evidence-based **and are approved by HealthPlus Quality Improvement Committee and Board of Directors**. Although these guidelines describe generally accepted principles for treating particular clinical conditions, they are not intended to replace a physician's clinical judgment in treating an individual patient. HealthPlus monitors specific measures for select Clinical Practice Guidelines.

The guidelines are also available on our website at www.healthplus.org in the *Provider* section. If you would like a paper copy of a specific guideline or the full set of guidelines, contact the Quality Management Department at 1-800-345-9956, ext. 2058.

HealthPlus maintains standards for medical records and behavioral health treatment record documentation. A copy of the standards can be found in Chapter 14.

If a complaint or report involves potential non-compliance with the HealthPlus standards, the practitioner is notified and a medical record review is scheduled. A sample of records is reviewed by Quality Management staff and individual review results are shared with the individual practitioner. If the practitioner does not meet the HealthPlus threshold for compliance, a follow-up review is conducted every six months until the threshold is met. Issues of long-standing non-compliance by individual practitioners may be referred to the Quality Improvement Committee for review and recommendation. If the review uncovers potential issues of over-/under-utilization, fraud, or abuse, those issues are reported to the HealthPlus Fraud and Abuse team for further follow-up.

Quality Improvement Quick Check

Quality Improvement

Question	Answer	Additional Information
<p>How do I refer a HealthPlus enrollee to the:</p> <ul style="list-style-type: none"> ▪ Tobacco cessation program ▪ Weight management program 	<p>Either call the Health and Lifestyle Management Department or complete the program request form found on our website at www.healthplus.org in the <i>Provider/Forms and Downloads</i> section and fax it to us.</p>	<p>HealthPlus Health and Lifestyle Management Department:</p> <p>(810) 230-8189 or 1-800-345-9956, ext. 8189</p>
<p>Where can I find the following for patients?</p> <ul style="list-style-type: none"> ▪ Tobacco cessation program resources ▪ Weight management program resources ▪ Exercise program resources 	<p>You can find resources at www.healthplus.org. Go to the <i>Provider</i> section, then to <i>Patient Management Resources/Provider Toolkit</i> and select the program you are interested in.</p>	<p>Resources can be printed from links and copied for patients.</p> <p>HealthPlus Health and Lifestyle Management Department:</p> <p>(810) 720-8189 or 1-800-345-9956, ext. 8189</p>
<p>How can I obtain copies of the Tobacco cessation counseling form?</p>	<p>Call the Health and Lifestyle Management Department.</p>	<p>HealthPlus Health and Lifestyle Management Department:</p> <p>(810) 230-8189 or 1-800-345-9956, ext. 8189</p>
<p>How do I enroll a HealthPlus patient into the asthma, diabetes, cardiovascular disease, acute myocardial infarction, heart failure, COPD programs?</p>	<p>Call the Disease Management Department. You can find resources at our website at www.healthplus.org. Click on Patient Management Resources, and then click on Disease Management Programs. In addition, you can also find member education healthsheets when you click on Krames on Line.</p>	<p>HealthPlus Disease Management Department:</p> <p>Kim Harrold: (810) 720-8186 Lisa Taylor: (810) 230-2186 Barb James: (810) 733-8944 Elaine Zimmerman (810) 496 -8490</p>
<p>How can I become involved in Clinical Practice and Preventive Health Guidelines development and review?</p>	<p>Call the Quality Management Department.</p>	<p>HealthPlus Quality Management Department:</p> <p>(810) 230-2058 or 1-800-345-9956, ext. 2058</p>