SelectHealth and Intermountain Healthcare® are pleased to present the Excellence in Healthcare Awards to 113 clinics across the state of Utah. This annual award recognizes clinics that demonstrate exemplary care and customer service. To receive the award, clinic scores must be the top 10 percent in one or more of the following areas: asthma care, diabetes care, breast cancer screenings, cervical cancer screening, chlamydia screenings, well-child examinations, well-adolescent examinations, childhood immunizations, adolescent immunizations, and customer service.

Many offices have received more than one award for outstanding work in multiple areas. “Earning an Excellence in Healthcare Award is a mark of distinction in our community,” said Stephen Barlow, MD, SelectHealth chief medical officer. “Our physicians consistently provide excellent care for their patients and the outcomes exceed local and national standards.”

See Excellence in Healthcare on page 4
On January 1, 2013, SelectHealth Community Care℠ became a managed Medicaid option in four counties along the Wasatch Front. Information specific to SelectHealth Community Care will be published in Provider Insight twice each year.

In addition to SelectHealth Member Services, Provider Relations, and Claims Processing, there is a staff dedicated to giving you superior service. This staff includes the following personnel:

- Russ Elbel, Director
- Todd Wood, Manager
- Chris Chytraus, RN, BSN, Manager of Community Care disease and care managers
- Beau Colvin, Compliance Consultant
- Dot Verbrugge, MD, Medical Director
- Clark Watson, Project Coordinator

For Community Care claims to be processed correctly, the member must present his or her SelectHealth Community Care Member ID Card. If a member arrives for an appointment without the ID Card, refer to the 270/271, use the Provider Benefit Tool on selecthealthphysician.org to view the patient’s eligibility online, or call Member Services at 800-538-5038.

If the member is no longer with Community Care or presents only a Utah Medicaid card, call the Medicaid Information number listed on the card and below, and choose the AccessNow prompt.

Community Care ID Cards

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If the member is no longer with Community Care or presents only a Utah Medicaid card, call the Medicaid Information number listed on the card and below, and choose the AccessNow prompt.

Community Care Helpful Numbers

Member Services: 801-442-5038 (Salt Lake Area) or 800-538-5038

Member Advocates: 801-442-4993 (Salt Lake Area) or 800-515-2220

Weekdays, 7:00 a.m. to 8:00 p.m., and Saturdays, from 9:00 a.m. to 2:00 p.m.

Utah Department of Health Medicaid Information: 801-538-6155
Did you know?

As a Medicaid health plan, when we receive a claim without an Explanation of Benefits (EOB) from a primary insurance carrier, state and federal laws require us to pay the claim if it is one of the following types of claims or services:

- Prenatal care for pregnant women
- Pediatric preventive care (ages zero up to 21)
- Administrative fees for pediatric vaccinations (ages zero up to 19)
- Claims for patients identified as foster children by the state

It is in the best interest of all parties, when applicable, that the correct primary carrier pay as primary, and the SelectHealth Community Care plan be billed as secondary. Billing both insurance plans in the correct order will minimize the time it takes for you to receive payment in full on each claim. It also may decrease the need for you to bill members for outstanding amounts.

To help you with these claims, we will send you a letter to let you know that another primary insurance exists. The letter will list the name of the other insurance carrier, giving you the opportunity to submit the claim to the primary insurance and then to SelectHealth for adjustment. Following this process will help minimize costs for all parties involved.

SelectHealth Community Care Preauthorization

To submit a claim for a SelectHealth Community Care member, you must include a Request for Preauthorization (RPA) form. You must also include either your clinical notes OR the Medicaid Interqual Criteria found at health.utah.gov/medicaid/pa/index.html.

- If you choose to send clinical notes, attach the RPA form.
- If you choose to use the InterQual criteria, attach the RPA form.
  - Using the InterQual Criteria may result in a quicker turnaround time.
  - If an office chooses to only use the InterQual criteria, clinical notes may still be requested prior to a decision being rendered.
  - Offices using the InterQual criteria may be subject to random audits.

The form and links are also available at selecthealthphysician.org.
2012 Excellence in Healthcare Award Recipients

ABC Pediatrics  
Customer Service Pediatrics
Alicia T. Jones, MD  
Chlamydia Screening OB
Alpine Family Medicine  
Customer Service Family Practice
Alpine Medical Group  
Adolescent Immunizations  
Well-Adolescent Exams  
Well-Child Exams
Alpine Pediatrics—Lehi  
Well-Adolescent Exams
Alpine Pediatrics—Pleasant Grove  
Customer Service Pediatrics  
Well-Adolescent Exams
Alpine Pediatrics—Saratoga Springs  
Well-Adolescent Exams
Alta Internal Medicine  
Breast Cancer Screening  
Diabetes Management
Cedar City Institute of Women  
Customer Service OB
Central Utah Clinic—American Fork—Internal Medicine  
Breast Cancer Screening  
Colon Cancer Screening  
Diabetes Management
Central Utah Clinic—Payson—Internal Medicine  
Diabetes Management
Central Utah Clinic—Provo—Family Practice  
Customer Service Family Practice
Central Utah Clinic—Provo—Internal Medicine  
Breast Cancer Screening  
Diabetes Management
Central Utah Clinic—St. George—Family Practice  
Diabetes Management
Cherry Tree Family Practice  
Cervical Cancer Screening
City Creek Internal Medicine  
Cervical Cancer Screening  
Colon Cancer Screening  
Diabetes Management
Comfort Care Pediatrics  
Well-Adolescent Exams
Coombs Private Practice  
Adolescent Immunizations
Cope Family Medicine  
Breast Cancer Screening  
Cervical Cancer Screening  
Diabetes Management
Cottonwood Pediatrics  
Adolescent Immunizations  
Childhood Immunizations
David Boettger Pediatrics  
Well-Adolescent Exams  
Well-Child Exams
Douglas Walker DOPC Clinic  
Colon Cancer Screening
Foothill Family Clinic  
South Family Practice  
Cervical Cancer Screening
Gary Behrman Pediatrics  
Well-Adolescent Exams
Granger Medical Clinic—Riverton  
Adolescent Immunizations
Granger Medical Clinic—West Valley  
Adolescent Immunizations  
Childhood Immunizations
Gregory P. Taylor Family Practice  
Customer Service Family Practice
Heber Valley Pediatrics  
Well-Adolescent Exams
Holt Family Medicine  
Customer Service Family Practice
Intermountain Avenues Specialty Clinic  
Asthma Management  
Breast Cancer Screening  
Cervical Cancer Screening  
Colon Cancer Screening  
Diabetes Management  
Customer Service  
Internal Medicine  
Well-Adolescent Exams
Intermountain Bear River Medical Clinic  
Customer Service Family Practice
Intermountain Bountiful Clinic  
Cervical Cancer Screening  
Childhood Immunizations  
Chlamydia Screening OB  
Colon Cancer Screening  
Customer Service  
Internal Medicine  
Well-Adolescent Exams
Intermountain Bryner Clinic  
Asthma Management  
Colon Cancer Screening  
Diabetes Management  
Well-Adolescent Exams
Intermountain Budge Clinic  
Childhood Immunizations  
Breast Cancer Screening  
Breast Cancer Screening OB  
Colon Cancer Screening  
Customer Service OB
Intermountain Cedar City Clinic  
Breast Cancer Screening  
Colon Cancer Screening
Intermountain Cottonwood Family Practice  
Customer Service Family Practice
Intermountain Cottonwood Internal Medicine  
Colon Cancer Screening
Intermountain Fillmore Clinic  
Customer Service Family Practice  
Well-Adolescent Exams
Intermountain Gorang Family Practice  
Colon Cancer Screening
Intermountain Herefordshire Clinic  
Customer Service Family Practice
Intermountain Hillcrest Pediatrics  
Well-Child Exams
Intermountain Holladay Pediatrics  
Asthma Management
Intermountain Layton Clinic—Well-Child Exams
Intermountain Manti Clinic  
Colon Cancer Screening
Intermountain McKay-Dee Internal Medicine Clinic  
Breast Cancer Screening  
Colon Cancer Screening  
Customer Service  
Internal Medicine
Intermountain Memorial Clinic  
Adolescent Immunizations  
Childhood Immunizations  
Diabetes Management
Intermountain Mountain View Pediatrics  
Well-Child Exams
Intermountain North Canyon Family Practice  
Customer Service Family Practice
Intermountain North Ogden Clinic  
Childhood Immunizations
Intermountain North Valley Pediatrics  
Customer Service Pediatrics
Intermountain Northern Utah Pediatrics  
Adolescent Immunizations  
Well-Child Exams
Intermountain Nurse Midwives—Intermountain Medical Center Chlamydia Screening OB
Intermountain Obstetrics & Gynecology Specialists  
Breast Cancer Screening OB
Intermountain River Road Family Practice  
Breast Cancer Screening
Intermountain Salt Lake Clinic  
Asthma Management  
Breast Cancer Screening  
Breast Cancer Screening OB
Intermountain Sandy Clinic  
Adolescent Immunizations  
Colon Cancer Screening
Intermountain Saratoga Springs Clinic  
Cervical Cancer Screening
Intermountain Sevier Valley Clinic  
Customer Service Family Practice
Intermountain South Ogden Clinic  
Breast Cancer Screening  
Colon Cancer Screening
Intermountain Southridge Pediatrics  
Childhood Immunizations  
Well-Adolescent Exams
Intermountain Springville Clinic  
Customer Service Family Practice
Intermountain Utah Valley Internal Medicine Clinic  
Breast Cancer Screening  
Colon Cancer Screening
Intermountain Utah Valley Women’s Center  
Breast Cancer Screening OB
Isaacs Family Practice  
Customer Service Family Practice
John Shakula Pediatrics  
Customer Service Pediatrics  
Well-Child Exams
Johnson Pediatrics  
Well-Child Exams
Jordan Landing Family Medicine  
Cervical Cancer Screening
Jordan Ridge Kids and Teens  
Customer Service Pediatrics
Karen A. Boheen, MD  
Customer Service OB
Kelly Pediatrics  
Well-Adolescent Exams  
Well-Child Exams
Lofgren Pediatrics  
Customer Service Pediatrics
Lone Peak Pediatrics  
Well-Child Exams
McKay-Dee Porter Family Practice  
Breast Cancer Screening
Mountain Family Health  
Cervical Cancer Screening
Mountain Utah Family Medicine  
Breast Cancer Screening
MountainStar Jordan Family Health  
Breast Cancer Screening  
Cervical Cancer Screening
Ogden Clinic Grandview  
Childhood Immunizations  
Well-Adolescent Exams
Ogden Clinic Mountain View  
Cervical Cancer Screening
Ogden Clinic OB/GYN  
Breast Cancer Screening OB
Ogden Clinic Skyline  
Breast Cancer Screening  
Cervical Cancer Screening  
Colon Cancer Screening
Ogden Women’s Clinic  
Breast Cancer Screening OB  
Chlamydia Screening OB
ICD-10-CM will be effective October 1, 2014. Give your office a head start by training staff and implementing the system now.

ICD-10-CM will improve clinical, financial, and administrative performance. It also provides better data to measure quality and safety, which will be used to conduct research, epidemiological studies, and clinical trials.

There are some major differences between ICD-9 and ICD-10. The first is the number of codes, which will increase from around 13,000 to approximately 69,000. The second is the format of codes. ICD-9 codes are mostly numeric; however, some start with E and V. They are also typically three to five digits long. ICD-10 codes are all alphanumeric and begin with a letter followed by a mix of numbers and letters. They range in length from three to seven digits.

Effects of ICD-10 include the following:
1. Software and information technology system changes
2. Possible disruption of cash flow as claim processing and payment may change and slow
3. Reporting changes
4. Increased training and knowledge related to coding, anatomy, and physiology
5. More detailed documentation from providers
6. Dual maintenance for ICD-9 and ICD-10, as there will be noncovered entities that are not required to move to ICD-10

For more information, visit selecthealthphysician.org.
HEDIS (The Healthcare Effectiveness Data and Information Set) is a set of standardized performance measures designed to ensure that purchasers and consumers have the information they need to reliably compare the performance of managed healthcare plans. The HEDIS measure for Well-Child Visits indicates plans that provide exceptional care for children. You can find more information about this measure online at selecthealthphysician.org.

If you are interested in learning more about the Quality Improvement programs offered by SelectHealth, contact us at 801-442-6492 or 800-374-4949.

Privacy Notification

Our Notice of Privacy Practices is available at selecthealth.org. You can also request a hard copy of this information by contacting the Intermountain Privacy Office at 800-442-4845, e-mailing privacy@imail.org, or writing to the following address:

SelectHealth
Attn: Privacy Office
P.O. Box 30192
Salt Lake City, UT 84120-8212
m-tech (MEDICAL TECHNOLOGY ASSESSMENT)

M-Tech is the formal SelectHealth process for reviewing emerging healthcare technologies (procedures, devices, tests, and biologics) for the purpose of establishing covered benefits. Existing technologies may also be examined through this process.

The following is a list of recently reviewed technologies and committee recommendations.

<table>
<thead>
<tr>
<th>TECHNOLOGY</th>
<th>DATE REVIEWED*</th>
<th>COMMITTEE DECISION</th>
</tr>
</thead>
<tbody>
<tr>
<td>StaXx XD™ Expandable Spacer for Spinal Fusion Procedures</td>
<td>10/09/12</td>
<td>Deny when used in interbody fusion procedures. Device is not FDA approved as interbody fusion device. Currently there is no published evidence regarding the use of the StaXx XD device in spinal fusion procedures. See medical policy #513.</td>
</tr>
<tr>
<td>Customized Total Knee Arthroplasty (TKA) Systems for Knee Joint Replacements</td>
<td>10/09/12</td>
<td>Deny as investigational and not medically necessary. Current evidence has failed to demonstrate improved health outcomes for custom total knee arthroplasty. See medical policy #511.</td>
</tr>
<tr>
<td>Whole Genomic Sequencing for Non-cancerous Genetic Disorders</td>
<td>10/09/12</td>
<td>Deny as investigational/experimental. There is currently a lack of prospective studies illustrating the clinical utility of this testing. See medical policy #514.</td>
</tr>
<tr>
<td>Whole Body Vibration Therapy for Osteoporosis</td>
<td>10/09/12</td>
<td>Deny as not medically necessary. There is a lack of evidence demonstrating any impact of WBV on fracture occurrence as well as a lack of data comparing this technology to alternative osteoporosis therapies. See medical policy #516.</td>
</tr>
<tr>
<td>Ketamine Infusion for the Management of Chronic Pain</td>
<td>10/09/12</td>
<td>Deny as investigational/experimental. Current evidence on the use of ketamine infusions for chronic pain is of low quality and weak methodology. There is no apparent standardization of approach to using this medication and further study is needed to determine the optimal dose, duration, and frequency of therapy. See medical policy #512.</td>
</tr>
<tr>
<td>Ketamine Infusions for Depression</td>
<td>12/11/12</td>
<td>Deny as investigational for SelectHealth commercial, SelectHealth Advantage, and SelectHealth Community Care members. Data regarding the use of ketamine in the treatment of depression lack standardization, have greatly differing treatment protocols, and lack evidence regarding durability. See medical policy #512.</td>
</tr>
<tr>
<td>LINX System for GERD</td>
<td>12/11/12</td>
<td>Deny as investigational for SelectHealth commercial and SelectHealth Community Care members. Currently, there is a lack of longer-term data regarding the safety, efficacy, and cost-effectiveness compared to the standard of care. See medical policy #520. Cover for SelectHealth Advantage Members based on NCD 100.9 coverage criteria.</td>
</tr>
<tr>
<td>Bone-anchored Hearing Implant (BAHA) for Hearing Loss</td>
<td>12/11/12</td>
<td>Deny as a benefit exclusion for SelectHealth commercial, SelectHealth Advantage, and SelectHealth Community Care members. Current evidence demonstrates bone anchored hearing aids to have a significant complication rate resulting in discontinuation in use of the device by a significant minority of patients. Additionally, data did not demonstrate any meaningful improvement in functionality for patients using BAHA devices as they relate to activities of daily living, employment, or other economically important measures. See medical policy #524. Cover as extension of the hearing aid benefit for FEHB or self-funded plan members.</td>
</tr>
<tr>
<td>Septin-9 (SEPT9) Methylated DNA Detection for Colorectal Cancer Screening</td>
<td>12/11/12</td>
<td>Deny as investigational/experimental for SelectHealth commercial, SelectHealth Advantage, and SelectHealth Community Care members. Current evidence demonstrates a lack of comparative data, prospective trials, poor sensitivity for benign polyps, lack of guidelines, and other unknowns regarding the standardization of use of this technology. See medical policy #521.</td>
</tr>
<tr>
<td>Posterior Tibial Nerve Stimulation (PTNS) for Urinary Incontinence</td>
<td>12/11/12</td>
<td>Deny as investigational and not medically necessary for SelectHealth commercial and SelectHealth Community Care. There are significant methodological weaknesses concerning the use and implementation of PTNS in the treatment of urinary incontinence. Additionally, questions of durability and standardization of treatment frequency remain unaddressed in the more recent literature. See medical policy #473. Cover for SelectHealth Advantage Members based on Local Coverage Advisory A51841 coverage criteria.</td>
</tr>
<tr>
<td>Fecal Microbiota Therapy</td>
<td>01/29/13</td>
<td>Cover for SelectHealth commercial, SelectHealth Advantage, and SelectHealth Community Care members in limited circumstances. Current evidence demonstrates fecal microbiota therapy is a safe, effective, and durable treatment for resistant C. difficile infections of the GI tract. However, nearly all studies have been done in patients who have had one or more courses of antibiotic therapy, and some concerns remain about issues of disease transmission from this therapy. See medical policy #522.</td>
</tr>
</tbody>
</table>

"Date reviewed" does not necessarily reflect the policy implementation date. See Medical Policies for details.

If you have questions regarding coverage of these or any other technologies or procedures, or if you would like SelectHealth to consider coverage for an emerging technology, please e-mail mtech@selecthealth.org or call Ken Schaecher, MD, FACP, M-Tech committee chairman, at 801-442-7439.

All SelectHealth medical policies and technology assessments can be viewed at selecthealth.org. Click on the “Provider” tab (upper right corner), enter your login information, and then click on “Policies and Procedures” (left side of page).
Get eligibility and claims information quickly and easily.

To learn more about Electronic Data Interchange (EDI) transactions, visit selecthealthphysician.org/edi.

The information that is contained in this newsletter may or may not indicate whether a treatment is subject to insurance benefits. If a member has any questions about benefit coverage, please refer him or her to Member Services at 801-442-5038 (Salt Lake area), or 800-538-5038.