MAIL-ORDER PHARMACY USE COULD IMPROVE PATIENTS’ MEDICATION ADHERENCE

In a recent groundbreaking study, researchers from the University of California, Los Angeles and Kaiser Permanente’s Division of Research in Oakland, California found that patients with diabetes, high blood pressure, or high cholesterol who ordered their medications by mail were more likely to take them as prescribed by their doctors than did patients who obtained them from a local pharmacy.

The study, “Mail-Order Pharmacy Use and Adherence to Diabetes-Related Medications,” is published online in The American Journal of Managed Care.¹

During this 12 month study, the researchers analyzed 2006 and 2007 medication refill data from 13,922 Kaiser Permanente members in northern California. They defined “good adherence” as having medication available and on hand at least 80 percent of the time.

They found that 84.7 percent of patients who received their medications by mail followed their physician-prescribed regimen at least two-thirds of the time, versus the 76.9 percent who picked up their medications at “brick and mortar” Kaiser Permanente pharmacies.

While other research has examined the association between mail-order vs. local pharmacy types and medication cost, this is the first study to look at the relationship between pharmacy type and adherence. Furthermore, controls were in place for differences in medication days’ supply and out-of-pocket costs between mail-order and local pharmacy users, something other datasets have not included.

“In other words, our study is able to isolate the use of mail-order pharmacies specifically without the results being affected by differences in cost or in the number of pills provided with each dispensing,” said O. Kenrik Duru, MD, assistant professor in the division of general internal medicine and health services research at the David Geffen School of Medicine at UCLA, and the study’s lead researcher.

The study does have some limitations. For example, these findings need to be confirmed by a randomized controlled trial. Still, this research suggests that increased mail-order use to obtain medications could improve patients’ adherence.

(continued on page 2)
Mail-Order Pharmacy Use Could Improve Patients’ Medication Adherence

(continued from page 1)

If you’d like to help any of your Kaiser Permanente patients with medication adherence, please encourage them to use our Kaiser Permanente Direct Mail Pharmacy. Based upon the member’s direct mail prescription drug benefit, members may be able to purchase a two-month supply of maintenance medications for one copayment. Some benefit plans offer a three-month supply for one or two copayments. Please be sure to write the prescription for either a 62-day supply or a 93-day supply, preferably with refills.

For more information about the Kaiser Permanente Direct Mail Pharmacy, see the article on page 3 of this newsletter, visit our Community Provider website at providers.kp.org/oh or call our provider phone line for the Direct Mail Pharmacy at 216-749-8409.

1 The American Journal of Managed Care, Vol. 16, No. 1 (www. ajmc.com) pp 33-40

CHANGES FOR OUR AKRON AREA URGENT CARE FACILITIES

Effective March, 2010, two of our Akron area urgent care facilities have changed their business names. Both locations were formerly known as MedGroup Urgent Care.

The facility locations and phone numbers remain the same. Kaiser Permanente members may still be referred to these locations for urgent care services. They can also view or download a listing of all of our urgent care facilities at kp.org/formsandpubs.

UPDATED FACILITY NAME INFORMATION:

<table>
<thead>
<tr>
<th>Summa Health System Urgent Care (formerly MedGroup Urgent Care – Fairlawn)</th>
<th>Summa Western Reserve Hospital Urgent Care Center (formerly MedGroup Urgent Care – Stow)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2640 W. Market Street</td>
<td>3913 Darrow Road, #100</td>
</tr>
<tr>
<td>Fairlawn, OH 44333</td>
<td>Stow, OH 44224</td>
</tr>
<tr>
<td>Phone: 330-864-1916</td>
<td>Phone: 330-688-7900</td>
</tr>
</tbody>
</table>
The cost of medication may sometimes seem overwhelming. Kaiser Permanente helps patients keep those costs down with our Direct Mail Pharmacy. Based upon the member’s direct mail prescription drug benefit, members may be able to purchase a two-month supply of maintenance medications for one copayment. Some benefit plans offer a three-month supply for one or two copayments. Maintenance medications must qualify for the program and be ordered through the Kaiser Permanente Direct Mail Pharmacy.*

With the Direct Mail Pharmacy, maintenance medications are delivered right to the member’s door at no additional charge. No more driving to the pharmacy, waiting in line, or running out of medication.

**HOW DOES IT WORK?**

**For New Prescriptions:**

1. The physician writes the maintenance medication prescription for a 62- or 93- day supply, preferably with refills.
2. The member mails his or her prescription and applicable copayment to the Kaiser Permanente Direct Mail Pharmacy using our Direct Mail Pharmacy envelope (available at all Kaiser Permanente medical offices).
3. The member receives the prescription within two weeks with no extra shipping and handling costs.

**For Prescription Refills:**

1. Make sure the original prescription is refillable and written for a 62- or 93- day (or longer) supply.
2. The member orders the prescription from the Kaiser Permanente Direct Mail Pharmacy in one of three ways:
   - Calling the Kaiser Permanente Direct Mail Pharmacy at 1-877-778-6695.
   - Logging on to kp.org/rxrefill and ordering online.
   - Mailing a refill request in our Direct Mail Pharmacy envelope.
3. The member receives the prescription within two weeks with no extra shipping and handling costs.

To learn more, Kaiser Permanente members may visit our website at kp.org/rxrefill or call Customer Relations:

- Kaiser Permanente Medicare Plus members please call 1-800-493-6004 or 1-866-513-9966 TTY, 8 a.m. – 8 p.m. seven days a week.
- All other members please call 1-800-686-7100 or 1-877-676-6677 TTY, Monday through Thursday, 8:15 a.m. to 5 p.m., and Friday, 9 a.m. to 5 p.m.

If you have questions about the program, please call our provider phone line for the Direct Mail Pharmacy at 216-749-8409.

*Members who need to begin taking medication immediately will need to have their prescription filled at a Kaiser Permanente medical office pharmacy or contracted plan pharmacy. Normal copayments will apply. CII controlled substances and some medications that require refrigeration are not available through the Direct Mail Pharmacy. The program is available to Kaiser Permanente members who have a prescription drug mail order benefit. Prescription drug direct mail benefits may vary.
WE NEED TO KNOW
KEEPING KAISER PERMANENTE INFORMED OF CHANGES IN YOUR PRACTICE

Recently, we’ve seen an increase in provider practice changes, such as the addition of new providers, office locations, group affiliations and group practice mergers. We know these changes will only enhance your ability to provide great medical care to our members!

Please remember to notify Kaiser Permanente of Ohio as soon as possible with any practice change information. If your office has a practitioner/provider who is retiring or is leaving the practice, you must send us written notification, including the effective date of the retirement or termination, at least 30 days prior to the date the practitioner/provider is leaving. This ensures that continuity of patient care is not impacted. If you are adding a new practitioner to your practice, the practitioner must be cleared by our Credentialing Department before seeing Kaiser Permanente members.

You can notify us of practice changes by contacting your Network Development Associate via phone, faxing the information to the Network Development Department at 216-479-5550 and/or mailing change notices to:

Kaiser Permanente
Network Development and Performance
North Point Tower
1001 Lakeside Ave., Suite 1200
Cleveland, OH 44114-1153

Please include new W-9 statements for changes involving tax identification numbers, such as group affiliation changes and mergers.

Thank you for keeping us up to date!

FLU FACTS – GIVING OUR BEST SHOT

As flu season approaches, we encourage you to provide flu shots to our Kaiser Permanente members -- especially to those in high risk groups. It gives our members the best chance of avoiding the flu this winter.

The Center for Disease Control recommends that the following individuals receive a flu shot this year:

- All children from 6 months through 18 years of age.
- All women who will be pregnant during the flu season.
- Anyone over the age of 50.
- Adults and children age 2 to 50 with underlying medical conditions.

- Children age 6 months to 18 years on chronic aspirin therapy.
- Residents of nursing homes and long-term care facilities.
- Health-care workers involved in direct patient care.
- Out-of-home caregivers and household contacts of children younger than 6 months.
- Anyone with medical conditions that puts them at a higher risk for severe complications from influenza.

Health care providers may also recommend a yearly flu vaccination for:

- People who provide essential community services.
- People living in dormitories, correctional facilities, or under other crowded conditions, to prevent outbreaks.
- People at high risk of flu complications who travel to the Southern hemisphere between April and September, or to the tropics or in organized tourist groups at any time.
Members can receive their flu shot at regularly scheduled primary care physician appointments. Or they can attend one of our flu shot clinics at the following Kaiser Permanente medical offices:

**When:** Saturday, October 16th  
**Hours:** 9 a.m. to noon  
**Location:** Avon, Bedford, Chapel Hill, Cleveland Heights, Parma, Rocky River, Strongsville, Twinsburg, and Willoughby.

**When:** Thursday, October 21st  
**Hours:** 5:30 p.m. to 7:30 p.m.  
**Location:** Fairlawn

Members can also schedule an appointment for a flu shot Monday through Friday at any Kaiser Permanente facility by calling 1-800-524-7377 (toll-free).

Members 11 and older may attend one of the upcoming flu shot clinics. Any member under age 11 requiring a flu shot must schedule an appointment.

For more information, members can call our Flu Shot Hotline at 216-778-6165 or 1-800-358-5666 or visit [kp.org/flu](http://kp.org/flu).

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**FLU FACTS – GIVING OUR BEST SHOT**

5

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**CURRENT HEALTHY LIVING CLASSES INCLUDE:**

- Alcohol and chemical dependency
- Exercise and fitness
- Managing ongoing conditions such as asthma, chronic obstructive pulmonary disease (COPD), cholesterol, diabetes, and heart disease
- Mind and body health
- Pregnancy and prenatal education
- Weight management

These programs are intended to improve our members’ confidence, knowledge, and skills, so that they can be more effective partners in health with you, the health care practitioner. Please inform your Kaiser Permanente members about these programs and encourage them to participate.

For more information, Kaiser Permanente members can refer to our website at [kp.org/classes](http://kp.org/classes). Additionally, a printable brochure containing Healthy Living classes information can be found at [kp.org/formsandpubs](http://kp.org/formsandpubs).

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**HEALTHY LIVING CLASSES**

Kaiser Permanente of Ohio offers a wide variety of healthy living classes and group therapy sessions, designed to help your Kaiser Permanente patients take charge of their health. Led by knowledgeable and experienced health care professionals, our programs focus on helping members achieve a more balanced sense of wellness in mind, body, and spirit. For patients facing an ongoing condition such as asthma or diabetes, our programs will help them learn to manage their condition so that they can live life to its fullest.

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WHAT IS METEOR?

Background

METEOR (Member Experience: Tracking, Evaluation, and Opinion Research Survey) is Kaiser Permanente’s survey tool to measure how well we are meeting member needs and expectations. METEOR is largely based on the official CAHPS (Consumer Assessment of Healthcare Providers and Systems 4.0H) questionnaire that is used for external accreditation by the National Committee for Quality Assurance (NCQA).

Kaiser Permanente periodically conducts random surveys for the purpose of tracking member satisfaction within our provider network. These random surveys are given to members who receive their primary and specialty care through our contracted community practitioners.

Methodology

The METEOR Network survey is conducted with a random sample of adult members (18 years or older) who have a contracted community network primary care physician and have been a Kaiser Permanente member for at least 12 months. The survey is conducted by mail with a telephone follow-up and includes over 1,000 Kaiser Permanente network members.

Market Level Network Trend

Network member satisfaction improved significantly in 2009 compared to 2008. Significant increases were made in the following areas:

- Health Care Rating
- Health Plan Rating
- Getting Care Quickly
- Customer Service
- Claims
- Recommend Kaiser Permanente

The charts on page 7 give the results for 2009 by county and/or network. Results reflect the percentage of members responding to questions asked with an 8-10 rating, on a scale of 1 to 10.

<table>
<thead>
<tr>
<th>COUNTY/ NETWORK</th>
<th>SAMPLE SIZE</th>
</tr>
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<tbody>
<tr>
<td>Lake County</td>
<td>130</td>
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<tr>
<td>Lorain County</td>
<td>122</td>
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<tr>
<td>Medina County</td>
<td>111</td>
</tr>
<tr>
<td>MetroHealth</td>
<td>103</td>
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<tr>
<td>Portage County</td>
<td>105</td>
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<tr>
<td>Stark County</td>
<td>103</td>
</tr>
<tr>
<td>Summit County</td>
<td>151</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>825</strong></td>
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</table>
ON THE WEB WITH KAISER PERMANENTE

Our Community Provider website is designed with you in mind! With just a point & click you can access the latest Kaiser Permanente news, view our drug formularies, download commonly used forms, and much more. Visit us today at: providers.kp.org/oh

Here’s what you’ll find on our home page….

The Community Provider home page contains useful links to a variety of provider tools, including:

- News and announcements, with the latest Kaiser Permanente updates and information
- Availity Health Information Network access, providing you with member eligibility and benefit data, claims status and online claims submission options
- KP HealthConnect™ Online-Affiliate sign on, where contracted providers can see real time member information and request referrals
- View our formulary, in order to find formulary medications available to our members with prescription coverage
- Research our clinical guidelines to support your practice in providing quality care to your patients

Other Community Provider Website updates:

KP HEALTHCONNECT™ ONLINE-AFFILIATE

A valuable resource available exclusively to our contracted providers

Would you and your office staff like to view your Kaiser Permanente patient’s information online? Online-Affiliate gives you access to member specific data, such as eligibility, benefits and any available clinical history.

To sign up for Online-Affiliate, you will need to complete and submit two separate enrollment forms. You can download these forms from the Community Provider website. Once completed, simply fax the forms back to our

Online-Affiliate coordinator for processing. We will mail you a “welcome packet” with your personal User ID, account activation materials and instructions on how to use the program.

To locate and download the enrollment forms:

1. Go to the Kaiser Permanente Community Provider website at: providers.kp.org/oh;
2. Click on the Forms tab;
3. Locate the KP Online-Affiliate forms section;
4. Click on the Online-Affiliate User Enrollment Form link and print the form;
5. Close the Online-Affiliate User Enrollment Form to return to the Forms page;
6. Click on the Online-Affiliate License and User Agreement Form and print the form.

Completion of both forms is required for enrollment. Additionally, each form must include the authorizing signature information.

For assistance completing these forms or if you have any questions about Online-Affiliate, please call 216-479-5070.

CLINICAL PRACTICE GUIDELINES

Kaiser Permanente Ohio has developed a wide array of Preventive Care and Clinical Practice Guidelines to support your clinical practice in providing quality care for our members. You can access these guidelines on our website. Clinical Guidelines are located under the “Provider information” section. Each guideline can be downloaded and printed, as needed.

Clinical Practice Guidelines are updated as changes and additions occur. We will note any guideline updates in this newsletter article and in the News and announcement section of the website. If you are not able to access the Preventive Care and Clinical Practice Guidelines online, you may request that hard copies be mailed to your office.

(continued on page 9)
At Kaiser Permanente, we are committed to providing service that reflects our members’ expectations for quality, convenience, and satisfaction and we continuously identify and evaluate ways to enhance our services.

On April 19, 2010, the Kaiser Permanente Lakewood Medical Offices were relocated to Rocky River. The new office location is:

**Kaiser Permanente Rocky River Medical Offices**
20575 Center Ridge Road
Suite 500
Rocky River, Ohio 44116

The move allowed us to create a total health environment in several ways:
- An eco-friendly environment.
- Free and more accessible parking.
- Greater access to more of our members.
- Room for expansion to meet the future needs of our members and the communities we serve.

Kaiser Permanente members will continue to access the same caring and dedicated physicians and staff in the Internal Medicine, Family Practice, Pediatrics, Pharmacy, and Lab departments at the new Rocky River facility. Phone numbers for patient appointments and pharmacy services remain unchanged.

If you have any further questions, please contact Kaiser Permanente’s Network Development and Performance Department at 1-800-441-9742, option 4.

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**On the web with Kaiser Permanente**

Updates were made to the following guidelines in June 2010: Acid Peptic Disease; Bariatric Surgery; Depression and Depression Summary; Eating Disorder; Heart Failure Management and Heart Failure Management Summary; and Urinary Tract Infection.

**NEWSLETTERS AND DRUG THERAPY ADVISORY**

Our Provider Connection newsletters and monthly Drug Therapy Advisory sheets are now posted online. Current and archived issues of both publications are available for review and download. You can locate them in the “Provider information” section, under “Newsletters.”

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**NO ACCESS TO OUR WEBSITE? NO PROBLEM.**

We know that not all practitioner/provider offices have access to the Internet. If you or your office staff would like to receive printed copies of any forms, guidelines, documents, etc. referenced in this article or anywhere else in this newsletter, please contact your Network Associate or the Kaiser Permanente Network Development department at 1-800-441-9742 (toll free), option 4. We will be happy to forward them to your office.

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**KP ONLINE-AFFILIATE USERS: USEFUL TIPS**

Place a reminder on your calendar to sign in to KP Online-Affiliate at least once a month. Doing so will keep your account active and available when you need it. For security purposes, KP Online-Affiliate users who have not accessed the system for more than 90 days are deactivated.
NEW CLEARINGHOUSE FOR EDI CLAIMS

As of April 2010, we are contracted to exchange EDI transactions with Ingenix, a major national EDI clearing house. Our electronic payor ID with Ingenix is NG007.

MEDICARE CROSSOVER CLAIMS – GOOD NEWS FOR PROVIDERS!

On January 18, 2010, Kaiser Permanente of Ohio completed our Medicare Crossover initiative. Our Claims Department now receives secondary claims for our Medicare members directly from the Centers for Medicare & Medicaid Services (CMS). Our participation in the CMS’ National Crossover Process means that providers no longer need to submit secondary claims to Kaiser Permanente for our Medicare members. Here’s how it works:

• Submit all Kaiser Permanente Medicare member claims to CMS with Medicare as the primary payer.
• When CMS pays the claim, they will forward the Electronic Remittance Advice to you and the secondary EDI claim to us.
• Kaiser Permanente processes the secondary claim and will send our payment to you via EDI or paper, just as we would for any claim you had submitted directly to us.
• PLEASE NOTE: When submitting your Medicare claim to CMS, use the same address and Tax ID number (TIN) that you use to submit claims directly to Kaiser Permanente. When the address and TIN used by CMS does not match our records, the secondary claim payment is delayed.

EDI CLAIMS

Electronic claims submission (EDI) continues to grow at Kaiser Permanente. Since electronic claims do not have to be scanned or manually keyed, turnaround times have greatly improved.

In addition to electronic remittances, you now have the option of having your payments deposited via an electronic funds transfer (EFT). You can submit claims to Kaiser Permanente and receive remittance advice and payment without handling a sheet of paper!

SUBMITTING SECONDARY CLAIMS VIA EDI

Kaiser Permanente of Ohio welcomes electronic secondary claims submission. To process the claims correctly, we need the detail of the primary payment. Therefore, we require that providers adhere to the Coordination of Benefit (COB) guidelines specified in the HIPAA Implementation Guide section 1.4.2. The claim must report all applicable claim level adjustment amounts (Loop 2320) as well as service line level adjustment amounts (Loop 2430). Claims without this information will have to be denied and further information will be requested.

SUBMITTING CLAIMS FOR DUALLY COVERED MEMBERS

When a Kaiser Permanente member is covered under two Kaiser Permanente benefit plans, please submit the claim once. Our Claims Operations team will pay under both plans so you will receive remittance advice and payment under both the primary and secondary Kaiser Permanente coverage.

PREPARING FOR THE FUTURE

On January 16, 2009, Health and Human Services announced the final rules for the 5010 Transactions sets for electronically submitted claims and the ICD-10 code sets. Kaiser Permanente has begun a national project to ensure we are prepared to begin accepting and processing both the 5010 transaction sets and the ICD-10 codes on schedule. We are on track for full compliance.

TO SET UP ELECTRONIC CLAIMS SUBMISSION (837 TRANSACTIONS):

Contact your EDI clearinghouse to submit claims to Kaiser Permanente of Ohio through one of our contracted clearinghouses using the appropriate Payer ID. There’s no need for you to contact Kaiser Permanente to begin submitting your claims via EDI. We’re ready to accept electronic claims whenever you submit them.

(continued on page 11)
Claims Corner
(continued from page 10)

<table>
<thead>
<tr>
<th>CLEARINGHOUSE</th>
<th>PAYER ID FOR KAISER PERMANENTE OF OHIO</th>
</tr>
</thead>
<tbody>
<tr>
<td>RelayHealth</td>
<td>RH007</td>
</tr>
<tr>
<td>Ingenix</td>
<td>NG007</td>
</tr>
</tbody>
</table>
| Emdeon: including
  • Consult, Inc.
  • eTactics, Inc. | 2259                                  |
| Quadax        | Contact clearinghouse directly         |
| Capario       | KS005                                  |

You can also submit claims and member inquiries to us via the Availity multi-payer web portal. For more information, please contact the Network Development Department at 1-800-441-9742, option 4.

TO SET UP ELECTRONIC REMITTANCE ADVICE (835 TRANSACTIONS):
Contact our Network Development Department or the EDI Coordinator for the 835 Provider Setup Information form. Complete this form, and email or fax it to our EDI Coordinator. This form is also available in the “Forms” section of our Community Provider website at providers.kp.org/oh. The 835 setup can usually be completed without any further requests for information.

TO SET UP ELECTRONIC PAYMENT:
Contact our Network Development Department or EDI Coordinator to retrieve the EFT Provider Setup form. This document is also available in the “Forms” section of our Community Provider website at providers.kp.org/oh. Complete this document and mail a signed copy to our EDI Coordinator with the required attachments.

Network Development Department:
Phone: 1-800-441-9742, option 4
EDI Coordinator:
Phone: 216-227-4956
Email: OH-EDI-Coordinator@kp.org
Or mail to:
EDI Coordinator, Kaiser Permanente,
14600 Detroit Avenue, 7th Floor
Lakewood, OH 44107

QUESTIONS?
If you have any questions, please contact Network Development at 1-800-441-9742, option 4 or refer to the “Claims” section of Community Provider website at providers.kp.org/oh.
The Kaiser Permanente Ohio Region Drug Formulary is available through Lexi-Comp Online™. The Online Drug Formulary contains a search engine for easy formulary information retrieval and convenient links to other Lexi-Comp Online™ references.

You can access the Online Drug Formulary at online.lexi.com/login. On the login screen, type ohkprx as both the login and the password.

The Kaiser Permanente drug formulary information contained in the Online Drug Formulary is updated monthly to reflect formulary changes approved by the Ohio Regional Pharmacy and Therapeutics Committee. Please note that the Lexi-Comp Online™ website is not intended for use by members. Members may access the Member Formulary online at kp.org/formulary.

Instructions to use the Online Drug Formulary can be found on page 13. For additional help navigating the site, simply log into the Online Drug Formulary. The Kaiser Permanente Welcome Page contains a link to “Training”, where you can find a brief online tutorial, detailed user guide and training videos.

In addition to drug formulary status, drug therapy and clinical prescribing information, Lexi-Comp Online™ offers other features, including:

- **Lexi-Interact** allows you to enter a single drug/herb name to review a comprehensive list of interactions OR enter a list of drugs/herbs and review interactions that may exist.
- **Lexi-Drug ID** helps you identify an unknown medication by product shape, color, and markings.
- **Web Search** expands your search outside of Lexi-Comp Online™ to other medically based websites.
- **Lexi-Tox** is a toxicology resource designed for point-of-care use in the assessment, diagnosis, and treatment of poisonings and drug overdoses.

For instructions to access the Online Drug Formulary using a PDA or for questions regarding the Online Drug Formulary, contact the Ohio Regional Formulary Management Services by email oh.drug.info@kp.org or telephone at 216-265-4410.
HOW TO USE THE LEXI-COMP ONLINE™ DRUG FORMULARY AND DATABASES

Step 1:  • Log onto the Lexi-Comp website at online.lexi.com/login. Use ohkprx as both the login and the password.

Step 2:  • In the top left search frame, type a brand or generic drug name in the “Search for:” box, using the default “Within:” subcategory “Name” from the drop-down menu.
• Click on the SEARCH button or hit Enter on keyboard.
• The “Search Results” frame will display results of the search.

Step 3:  • To review the formulary status of the drug, click directly on the drug name listed underneath “Kaiser Permanente Ohio Region” and review the information in the respective “Dosage Forms Covered” fields within the drug monograph that opens in the right side frame.
• For many non-formulary drugs, preferred formulary agents may be listed instead with “Substituted with” in green text after the drug name searched.
• The Kaiser Permanente Ohio Region database contains only limited information such as formulary dosage forms, formulary restrictions, guidelines, and related information links.

Step 4:  For full clinical prescribing and drug therapy information (dosing, adverse reactions, warnings/precautions, etc.), select any Lexi-Comp™ database listed in the lower portion below the gray line in the “Search Results” frame. These additional databases will appear for all drugs, regardless of formulary status.

Optional: The INDEXES button in the top left search frame may also be used to search the Kaiser Permanente Ohio Region database or one of the Lexi-Comp™ drug information databases. This will allow you to:
- View a list of drugs starting with a selected letter by Generic Name or U.S. Brand Name
- View a list of Charts/Special Topics or “Freetext Sections” available
- View all changes made in the past 7 or 30 days or new documents created in last 90 days
- View a list of drugs in a specific Pharmacologic/Therapeutic Category

SAMPLE SEARCHES FOR LEXI-COMP ONLINE™ DRUG INFORMATION DATABASES

<table>
<thead>
<tr>
<th>PERFORM SEARCH FOR:</th>
<th>SELECT LEXI-COMP™ DATABASE:</th>
<th>FEATURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warfarin</td>
<td>Lexi-Drugs Online</td>
<td>This is Lexi-Comp’s most comprehensive drug database! Click on the “Jump To Field (Select Field Name)” box for an alphabetical listing of fields available. This monograph illustrates specialty drug information that is available in applicable drug monographs in regards to Anesthesia-Critical Care, Cardiology, Dentistry, Mental Health, Nursing, and Oncology. At the top of the monograph you can also link to Images, Interactions, Adult PALS, and Pediatric PALS (Patient Advisory Leaflets). PALS are available in up to 18 languages.</td>
</tr>
<tr>
<td>Adalimumab</td>
<td>Lexi-Drugs Online</td>
<td>Illustrates the Special Alerts feature. Lexi-Comp™ immediately incorporates Special Alerts for all FDA announced drug warnings.</td>
</tr>
<tr>
<td>St John’s Wort</td>
<td>Natural Products Database</td>
<td>This database provides detailed information on the most frequently used natural products. Monograph fields include: typical dosages, reported uses, active components, pharmacology, warnings, and potential interactions.</td>
</tr>
<tr>
<td>Osteomyelitis</td>
<td>Infectious Diseases</td>
<td>This disease-based database is designed to assist in the diagnosis and treatment of patients with infectious diseases.</td>
</tr>
<tr>
<td>CBC</td>
<td>Lab Tests and Diagnostic Procedures</td>
<td>Current information concerning the background and context of laboratory tests and diagnostic procedures.</td>
</tr>
</tbody>
</table>

For more detailed information on how to use Lexi-Comp Online™, click on “Training” from the welcome splash page for the Brief Online Tutorial, Detailed User Guide, and Training Videos links.
REFERRALS MANAGEMENT AND CLINICAL REVIEW UPDATES

The Kaiser Permanente Referrals Management and Clinical Review Department (RMCR) coordinates and processes all practitioner referrals and provider requests for precertification and authorization of medical services. One of this department’s goals is to keep you, the provider, informed of the latest updates and enhance communication between your practice and Kaiser Permanente.

• Kaiser Permanente uses nationally accepted evidence-based clinical criteria for appropriate resource stewardship in its medical decision making. Please see the Medical Appropriateness Criteria table on page 15 for the most recent list of sources.

• For initial or concurrent determinations based upon medical necessity you may request a reconsideration on the member’s behalf. To request the reconsideration, you may call 1-866-433-1333 with any additional information to be considered. A decision will be made within three business days of receipt of the reconsideration request. You may not request a reconsideration without the member’s prior written authorization.

PRE-CERTIFICATION*

When submitting a request for any services requiring pre-certification, please include pertinent and complete information to expedite the process. Incomplete information will require additional communication to your office to clarify the request in accordance with the Sarbanes-Oxley mandate and will delay the referral process. Please obtain authorization prior to rendering the services to ensure prompt consideration of claims.

*To determine if a service requires pre-certification, please reference the Kaiser Permanente Pre-certification and Mandatory Authorization Quick Reference Guide. The guide can be found on our Community Provider website at providers.kp.org/oh, under the Authorizations tab.

DURABLE MEDICAL EQUIPMENT (DME)

When ordering DME for your Kaiser patients, send requests to the Kaiser Permanente DME department for initial processing. Please do not send requests to the vendor first, unless it is an urgent need or an oxygen/nebulizer request. This will assist in our verification of benefits and coverage criteria prior to the item being issued. Please fax DME requests to 216-529-5535.

RMCR CONTACT NUMBERS:

To pre-certify an admission/ surgery: 1-866-433-1333
To contact a referral specialist: 216-529-5500 or 1-866-524-6100

DECISION MAKING & RECONSIDERATION FOR SERVICE REQUESTS

Kaiser Permanente of Ohio’s Medical Management Program ensures that:

• Utilization management decision making is based on medical appropriateness of care and service. The Kaiser Permanente organization does not offer compensation to physicians or other individuals conducting utilization review for denials of coverage or service.
All services authorized by the Medical Management Department at Kaiser Permanente Ohio will be evaluated to determine medical appropriateness based on the following evidence-based criteria and guidelines:

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>EXPLANATION OF APPLICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>InterQual Intensity of Service/Severity of Illness (ISD) Acute Criteria</td>
<td>Hospitals/Acute Care Coordination (Med, Surg &amp; BHS)</td>
</tr>
<tr>
<td>(Adults and Pediatrics)</td>
<td>Pre-admissions Screening</td>
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<td></td>
<td>Continued Stay Reviews</td>
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<td></td>
<td>Discharge Planning</td>
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<td>Denial for continuation of care</td>
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<td>Milliman USA Optimal Recovery and Ambulatory Care Guidelines</td>
<td>Outpatient Care Coordination</td>
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<td></td>
<td>Surgical Procedures/Treatments</td>
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<tr>
<td>Inpatient Care Coordination</td>
<td>Length of Stay Efficiency (Benchmark) – Med/Surg &amp; BHS</td>
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<td></td>
<td>Clinical Pathways: (e.g., CHF, COPD, and Community Acquired Pneumonia)</td>
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<tr>
<td>KPO’s Clinicians’ Clinical and Preventive Guidelines:</td>
<td>Outpatient Care Coordination</td>
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<tr>
<td>- Bariatrics</td>
<td>Referrals to Specialty Care</td>
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<tr>
<td>- Mammoplasty</td>
<td>Referrals to Outpatient Treatment/Procedures (select procedures)</td>
</tr>
<tr>
<td></td>
<td>Referrals to Outpatient Diagnostics</td>
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<tr>
<td>Medicare Regulations (DMERC, Palmetto GBA, Medicare Explained), as</td>
<td>Inpatient Care Coordination</td>
</tr>
<tr>
<td>required by the Center for Medicare and Medicaid Services (CMS)</td>
<td>SNF, Inpatient Rehabilitation</td>
</tr>
<tr>
<td><a href="http://palmettogba.com">http://palmettogba.com</a></td>
<td>Outpatient Care Coordination</td>
</tr>
<tr>
<td>Select either Part B coverage for Ohio or Durable Medical Equipment</td>
<td>DME, SNF, Home Care, IV Drugs, Other Drugs/Treatment</td>
</tr>
<tr>
<td>Regional Carriers (DMERC)</td>
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<tr>
<td>Kaiser Permanente Ohio: CDU Manual / P&amp;P: Introduction to Protocols</td>
<td>Kaiser Permanente’s Observation level of care (Clinical Decision Unit – CDU)</td>
</tr>
<tr>
<td>American Society of Addiction Medicine (ASAM) Patient Placement Criteria</td>
<td>Level II Adult Admission Criteria</td>
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<tr>
<td>(required by the Ohio Department of Alcohol and Drug Addiction Services</td>
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<td>[ODADAS])</td>
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</table>

These criteria are also available for your review by contacting Kaiser Permanente’s Referrals Management and Clinical Review Department at 1-866-433-1333 option 4.
Provider Connection

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Published by the Network Development & Performance Department at Kaiser Permanente. Please contact our Network Development and Performance Department at 1-800-441-9742 or fax us at (216) 479-5550 with comments, questions or suggestions for future issues.

In this issue:

- Mail Order Rx Description Article
- Flu Facts
- METEOR Survey: Network Member Satisfaction

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