

## Provider Recognition Program Updates and Reminders

As you know, the Provider Recognition Program was recently implemented as a program to reward providers who demonstrate improvement and/or excellence in performance in the categories of health outcomes, access to care, member satisfaction, and cost containment.

This Medical Office Notes includes important information about the program, including dates for upcoming workshops, our new web page, and the broad array of resources available to help you succeed in this program.

### Upcoming Workshops

Passport Health Plan is committed to ensuring providers are aware of and well-informed about the Provider Recognition Program. The following opportunities for additional training and education about our new program are available:

DATE	COUNTY	PLACE	TIME
May 15, 2007	Hardin/Larue	Joel Ray's Restaurant 2579 Lincoln Farm Road, Hodgenville, KY 42748	12:00pm
May 17, 2007	Hardin	Stone Hearth Restaurant 1001 North Mulberry, Elizabethtown, KY 42701	12:00pm

Please note: If you are unable to attend one of these workshops, additional on-site training is available by request.

If you have any questions about the workshops or you would like to request training, please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.

### Announcing Our New Web Page

We are proud to announce our new web page on the Provider Center of [www.passporthealthplan.com](http://www.passporthealthplan.com)! Please visit the Provider Recognition Program web page for detailed information on the program design, an illustration of financial distribution, additional resources for providers, and recent provider communications.

### Assistance for Providers

As you work to increase preventive screenings and to reduce non-emergent emergency room utilization throughout 2007, we are proud to offer a multitude of resources to supplement your efforts. We encourage you to take advantage of these programs. Please contact us for free resources to help educate your panel members.

# Passport Health Plan Offers Providers Assistance with...

## 1. Breast Cancer Screening Rates

This team makes outreach calls to your panel members to assist them with scheduling appointments with mobile mammography units, and provides bi-annual provider reports identifying eligible panel members in need of a breast cancer screening. For more information and free educational resources, please call the Health Management department at (502) 585-7942.

## 2. Cervical Cancer Screening Rates

This team provides member education and reminders through distribution of the Women's Planner 2007 and the Women's Magazine 2007. We also provide bi-annual provider reports identifying eligible panel members in need of a cervical cancer screening. For more information and free educational resources, please call the Health Management department at (502) 585-7942.

## 3. Chlamydia Screening Rates

This team provides member education and reminders through distribution of the Women's Planner 2007 and the Women's Magazine 2007, as well as the EPSDT and the Mommy & Me programs. For more information and educational resources, please call the Health Management department at (502) 585-7942.

## 4. EPSDT Screening and Participation Rates

This department verifies eligibility for Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) screenings. At your request, our staff will outreach to a member you have identified as "lost to care", as well as all other children in the home. We also assist members with scheduling EPSDT appointments as needed. For more information and free educational resources, please call the Health Management department at (502) 585-7907.

## 5. Emergency Room (ER) Utilization

This team receives daily and weekly ER utilization data from certain hospitals in an effort to analyze and improve member trends. We are available to expand this ER reporting to other area hospitals. At your request, we can outreach to a member in need of case management related to ER use, and encourage follow-up with your office after an ER visit. For more information and free educational resources, please contact the Health Management department at (502) 585-7942.

The information you need, the speed you want. Sign up for the Passport Online Information Service (POIS)!

Receive important communications from Passport Health Plan and Passport Advantage via this free e-mail service. To enroll, visit [www.passporthealthplan.com](http://www.passporthealthplan.com) and click the "POIS Sign Up" option under "News and Information."