



Sponsored by:



**WELCOME!!!**

**4th Annual  
Montgomery County Hospital District  
Provider Appreciation & Training Seminar**



**Mail:**

P.O. Box 9201  
Austin, TX 78766-9201

**Site Locations:**

12301 Research Boulevard  
Suite 400  
Austin, TX 78759

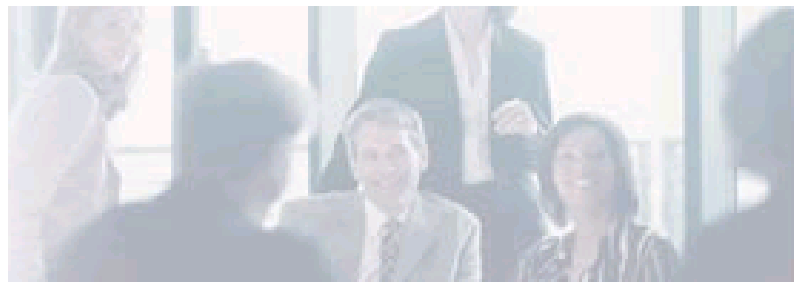
24 Waterway Avenue  
Suite 650  
The Woodlands, TX 77380

[www.boonchapman.com](http://www.boonchapman.com)

**Steve Gauen**  
**President**  
**512-233-7177**



# Steve Gauen, President Boon-Chapman - Houston





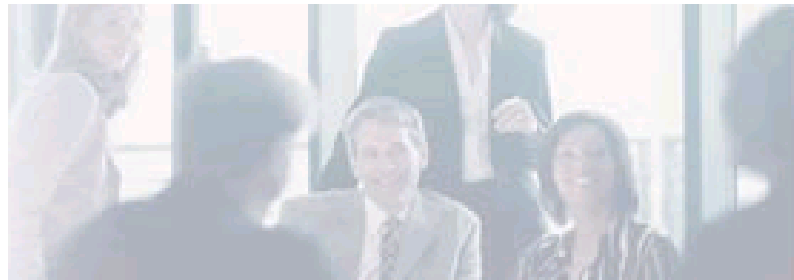
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# Stacey Minton Director, Houston Operations



**Stacey Minton  
Director, Houston  
Operations  
512-233-7277**

# Company Overview



- Founded in 1961 – *celebrating 50 years of service!*
- Oldest Texas domiciled TPA
- Operate in all states
- Licensed in all states that require it
- Designing and administering innovative cost effect benefits



# Proven Experience



- Serve eight insurance companies and over 600 clients
- Integrated network of employee benefit services
- Clients range from 5 to 5,000 lives
- Over \$200 million in claims paid annually
- 150 Employees
- Highly responsive

# Services

- Health Plan Administration
  - Claim Administration
  - Premium and Eligibility Administration
  - Customer Service
  - Information Reporting
  - PPO Administration and Options
  - Employee Communications
  - Stop Loss Coverage

# Services

- Utilization Management
- Case Management
- Maternity Management
- Disease Management
- Wellness Programs
- Onsite Wellness Centers by CareHere
- Health Risk Assessments

# Services

- Flexible Benefits – including the popular debit card
- Consumer Directed Health Plans
- COBRA and HIPAA Administration
- Dental, vision, limited benefit plans & mini-med plans
- Consolidated billing
- Privacy consulting
- Regulatory compliance

# Indigent Plan Services



- Claim Administration
- Client customer service
- Provider customer service
- Web benefits verification
- Provider network development and contracting
- Eligibility maintenance
- Premium and fee billing
- Information reporting

# Indigent Plan Services



	<b>Indigent Care Plan</b>	<b>Employer Health Plan</b>
<b>ID Cards</b>	No commercial PPO network name	PPO Network is identified
<b>ID Cards</b>	MCHD = picture ID cards (although not all indigent plans use picture ID cards)	Employer plans do not
<b>FaxBack/ FaxRecall</b>	Preauthorization form is always attached	No form attached

# A Team Approach



- Dedicated account manager
- Full access to staff
- Dedicated claims analyst
- Participant inquiries
- Assigned eligibility coordinator



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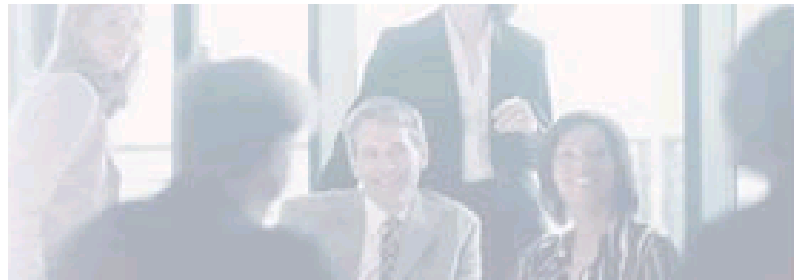
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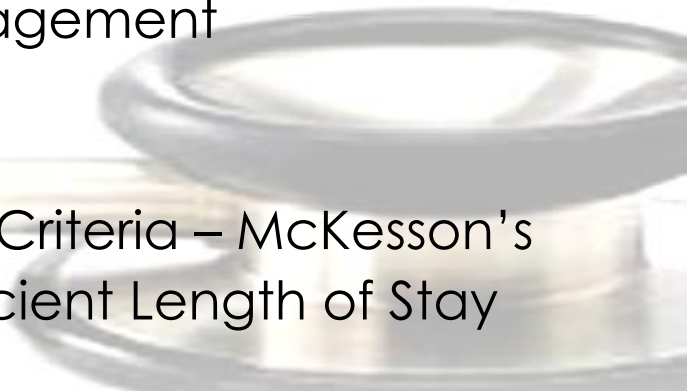
# Donna Gaona Director, Medical Management



**Donna Gaona  
Director, Medical  
Management  
512-233-7114**

# Medical Management Services

## Prime Dx

- Top Nurses Using the Best Medical Management System
  - McKesson's CareEnhance Clinical Management System
  - Pre-authorization
  - Concurrent/Retrospective Review
  - Discharge Planning
  - Maternity Management
  - Case Management
  - Disease and Population Management
  - Health Risk Assessments
  - Predictive Modeling
  - Best Clinical Appropriateness Criteria – McKesson's Interqual/McKesson and Solucient Length of Stay
  - On Site Medical Director
- 

# Preauthorization Requirements

**PrimeDx Authorization Phone: 800-477-4626**

## OUTPATIENT SERVICES:

- Surgeries or procedures requiring conscious sedation or general anesthesia perform in physician's office, free standing surgery center, ambulatory surgery center, or hospital base surgery center
- Durable Medical Equipment- based on plan benefits ONLY and greater than \$300.00
- CT Scans, MRIs, MRAs, PET Scans, Echocardiograms, and Nuclear Diagnostics
- Physical Therapy
- Speech Therapy



# Preauthorization Requirements

**PrimeDx Authorization Phone: 800-477-4626**

**OUTPATIENT SERVICES (continued):**

- Occupational Therapy
  - Hyperbaric Treatments
  - Maternity – for INMATES ONLY
  - Mental Health – Counseling Services
  - SPECIAL SERVICE THAT REQUIRES MCHD'S PRIOR AUTHORIZATION such as Home Health – only in special circumstances with an authorization
- 

# Preauthorization Requirements

**PrimeDx Authorization Phone: 800-477-4626**

## INPATIENT SERVICES:

- Acute care hospitalization
- Skilled Nursing Facility
- Mental Health





**Site Location:**

24 Waterway Ave.

Suite 650

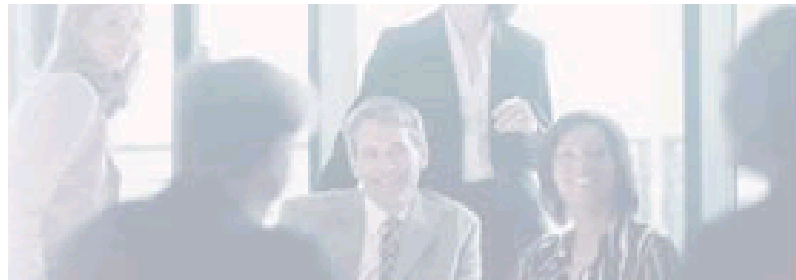
The Woodlands, TX 77381

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# La Nae Schulz

## Director, Provider Networks



**La Nae Schulz**  
**Director, Provider**  
**Networks**  
**281-809-8542**

# Provider Network/Services

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- **Provider Network Development**

# Provider Network/Services

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- **Provider Network Development**
- **One Time Agreements**

# Provider Network/Services

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- **Provider Network Development**
- **One Time Agreements**
- **Mandated Agreements**

# Provider Network/Services

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- **Provider Network Development**
- **One Time Agreements**
- **Mandated Agreements**
- **Provider Directory**

**MONTGOMERY COUNTY HOSPITAL DISTRICTS HEALTHCARE ASSISTANCE PROGRAM (MCHD HCAP)  
CURRENT PREFERRED PROVIDER LISTING – SPECIALTY**

**ALLERGY & IMMUNOLOGY**

**Tinana, Adrenne, MD**  
**Sadler Clinic**  
9305 Pinecroft Dr.  
The Woodlands, TX 77380  
Scheduling: 1 (888) 7-SADLER  
Phone: (281) 943-2591  
Fax: (281) 943-2594

**AMBULATORY SURGERY  
CENTERS/SURGICAL  
HOSPITALS**

**Conroe Surgery Center 2  
Ltd**  
1501 River Pointe Dr #200  
Conroe, TX 77304  
Phone: (936) 760-3443  
Fax: (936) 760-1322

**Doctors Outpatient  
Surgicenter**  
3534 Vista Blvd  
Pasadena, TX 77504  
Phone: (713) 947-0330

**Memorial Hermann  
Endoscopy & Surgery  
Center North Houston**  
275 Lantern Bend #400  
Houston, TX 77090  
Phone: (281) 440-0101

**Memorial Hermann**

**Memorial Hermann  
Surgery Center Kingsland**  
21720 Kingsland Blvd #101  
Katy, TX 77450  
Phone: (281) 492-1234

**Memorial Hermann  
Surgery Center Red Oak**  
17322 Red Oak Dr.  
Houston, TX 77090  
Phone: (281) 895-9100

**Memorial Hermann  
Surgery Center Richmond**  
1517 Thompson Rd. #100  
Richmond, TX 77469  
Phone: (281) 344-1715  
Fax: (281) 344-1716

**Memorial Hermann  
Surgery Center Southwest**  
7789 Southwest Frwy #200  
Houston, TX 77074  
Phone: (713) 343-3100

**Memorial Hermann  
Surgery Center Sugar Land**  
17510 W Grand Pkwy #200  
Sugar Land, TX 77479  
Phone: (281) 232-1600

**Memorial Hermann  
Surgery Center Texas  
Medical Center**  
6400 Fennell #1500

**Sadler Clinic Surgery  
Center**  
9305 Pinecroft  
The Woodlands, TX 77380  
Scheduling: 1 (888) 7-SADLER  
Phone: (281) 943-2485  
Fax: (281) 943-2428

**Sugar Land Surgical  
Hospital**  
1211 Hwy 6 #70  
Sugar Land, TX 77478  
Phone: (281) 243-1000

**United Surgery Center  
Southeast**  
12700 Featherwood Dr, #100  
Houston, TX 77034  
Phone: (281) 481-9303

**AMBULATORY SURGICAL  
CENTER**

**Cleveland Imaging And  
Surgical Center Dba  
Doctor's Diagnostic  
Hospital**  
1017 S Travis  
Cleveland, TX 77327  
Phone: (281) 622-2900  
Fax: (281) 659-9732

**Memorial Herman Surgery  
Center Woodlands  
Parkway**

**Mitchell, David, CRNA**  
3115 College Park Dr, #107  
Conroe, TX 77384  
Phone: (281) 979-5542  
Fax: (936) 494-3006

**North Houston  
Anesthesiologists**  
20202 Hwy. 59., N., #250  
Humble, TX 77338  
Phone: (713) 740-7500

**Tucker, David, CRNA**  
3115 College Park Dr, #107  
Conroe, TX 77384  
Phone: (281) 979-5542  
Fax: (936) 494-3006

**Weyandt, Linda, CRNA**  
3115 College Park Dr, #107  
Conroe, TX 77384  
Phone: (281) 979-5542  
Fax: (936) 494-3006

**CARDIOLOGY**

**Uddin, Shakeel, MD**  
**Sadler Clinic**  
19178 St. Luke's Way  
The Woodlands, TX 77384  
Scheduling: 1 (888) 7-SADLER  
Phone: (281) 210-2811  
Fax: (281) 210-2859

**CARDIOVASCULAR DISEASE**

**Coleman, Gary, MD**  
411 Lantern Blvd #100  
Houston, TX 77090  
Phone: (281) 444-3278  
Fax: (832) 249-3850

17350 St. Luke's Way  
The Woodlands, TX 77384  
Phone: (281) 444-3278  
Fax: (832) 249-3850

**De la Guardia, Bernardo,  
MD**  
411 Lantern Blvd #100  
Houston, TX 77090  
Phone: (281) 444-3278  
Fax: (832) 249-3850

17350 St. Luke's Way  
The Woodlands, TX 77384  
Phone: (281) 444-3278  
Fax: (832) 249-3850

**Kantlis, George, MD**  
411 Lantern Blvd #100  
Houston, TX 77090  
Phone: (281) 444-3278  
Fax: (832) 249-3850

17350 St. Luke's Way  
The Woodlands, TX 77384  
Phone: (281) 444-3278  
Fax: (832) 249-3850

# Provider Network/Services

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- **Provider Network Development**
- **One Time Agreements**
- **Mandated Agreements**
- **Provider Directory**
- **Provider Information Sheet**

**Montgomery County Hospital District  
Healthcare Assistance Program**

- Add
- Change
- Delete

**PROVIDER INFORMATION FORM**

*Please print CLEARLY and complete this form for EACH provider at EACH location.*

**Provider Name:** \_\_\_\_\_ **Degree:** \_\_\_\_\_

**Provider Specialty:** \_\_\_\_\_

**Facility and/or Office Name:** \_\_\_\_\_

**Billing Tax ID:** \_\_\_\_\_ **NPI:** \_\_\_\_\_

**Street Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_ **Zip:** \_\_\_\_\_ **County:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Contact Person:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Billing Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_ **Zip:** \_\_\_\_\_

# Provider Network/Services

---

- **Provider Network Development**
- **One Time Agreements**
- **Mandated Agreements**
- **Provider Directory**
- **Provider Information Sheet**
- **Provider Relations Support**



# Overview of HCAP

**Kelly Curry**

**Montgomery County Hospital District**

**Interim Chief Executive Officer**

[kcurry@mchd-tx.org](mailto:kcurry@mchd-tx.org)

(936) 523-5006



# Regulation

- The Texas Constitution : Article 9 – COUNTIES
  - Several Sections...
  - Typical Hospital District Enabling Legislation
  - <http://www.statutes.legis.state.tx.us/Docs/SD/htm/SD.1063.htm>
- Texas Administrative Code : Title 25 – HEALTH SERVICES
  - PART 1 DEPARTMENT OF STATE HEALTH SERVICES
    - CHAPTER 14 COUNTY INDIGENT HEALTH CARE PROGRAM
      - SUBCHAPTER A PROGRAM ADMINISTRATION
      - SUBCHAPTER B DETERMINING ELIGIBILITY
      - SUBCHAPTER C PROVIDING SERVICES
    - <http://www.sos.state.tx.us/tac/index.shtml>
  - Texas Health and Safety Code : Chapters 61 & 286
    - CHAPTER 61 – INDIGENT HEALTH CARE AND TREATMENT ACT
    - CHAPTER 286 – HOSPITAL DISTRICTS CREATED BY VOTER APPROVAL
      - <http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.61.htm>



## MCHD's Enabling Legislation

- The hospital district shall assume full responsibility for the furnishing of medical and hospital care for the needy residents of Montgomery County
  - *Enabling legislation Sec 23A. (b) (1)*



# Payor of Last Resort

- The Montgomery County Hospital District is the **payor of last resort** and shall provide assistance only if other adequate public or private sources of payment are not available.



# Program Governance - Goal

Montgomery County  
Hospital District  
***Balancing the Needs***

Taxpayer (Voter) - Desire a  
Cost Efficient and Effective  
System

Patients (Community) - Desire  
to have their Health Needs  
Served with ease of access to  
care and desire quality care

**Healthcare Providers -  
Desire the Resources  
and Tools to do the job**



# Participation

## ➤ Beneficiaries :

- Candidates/Applicants - Person who is applying for program benefits who has not been on the program before.
- Client - (Eligible Resident) One who has met eligibility requirements for the program.
- Patient - One receiving care inside the health care system, clinical.

## ➤ Providers :

- (Mandated Provider) Physicians, Hospitals, Equipment suppliers, EMS, & Other technical services.

## ➤ Payors :

- Entity or individual responsible for reimbursement of healthcare expenses.
- Examples include Medicaid, Medicare, Commercial Insurance, MCHD, The Patient (self or private pay).



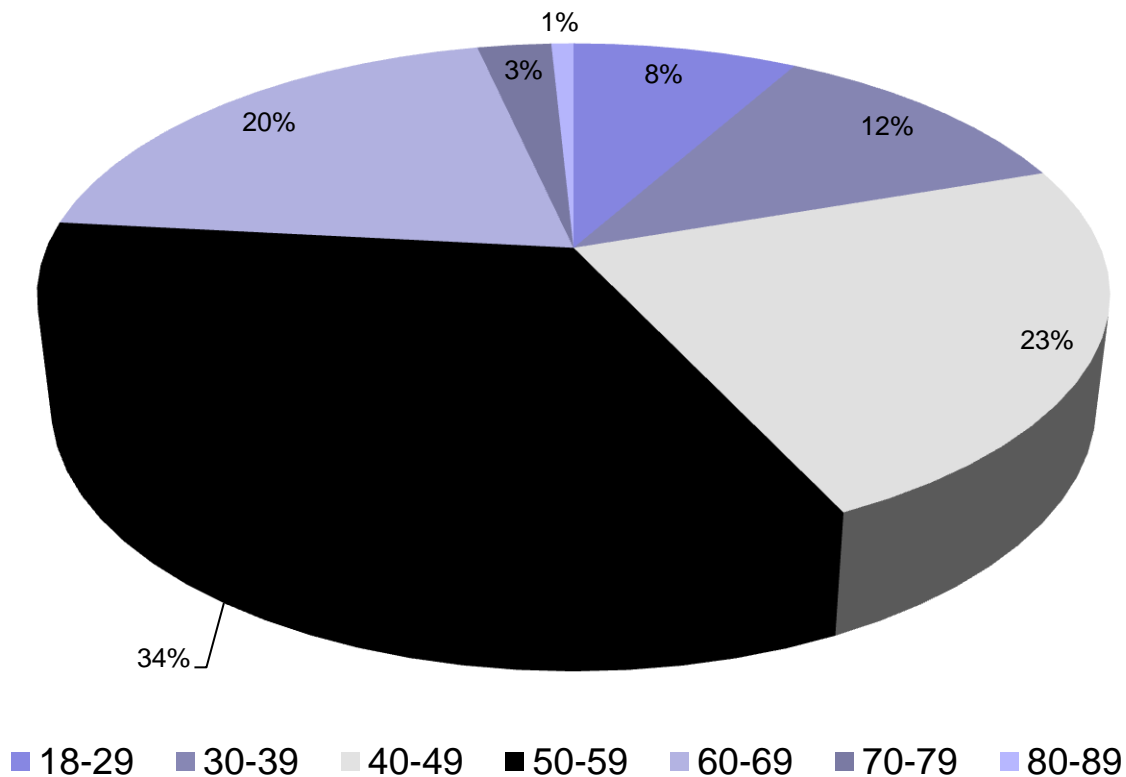
# Who is on our program?\*

- 65% Female
- 67% Caucasian
- 68% Single (Divorced, separated, single, widowed)
- 44% live in Conroe
- 91% US Citizens
- Unemployed
- Chronic Illnesses
- No Children
- Approximately 1,674 unduplicated clients annually



# Who is on our program?\*

## MCHD HCAP Age Distribution

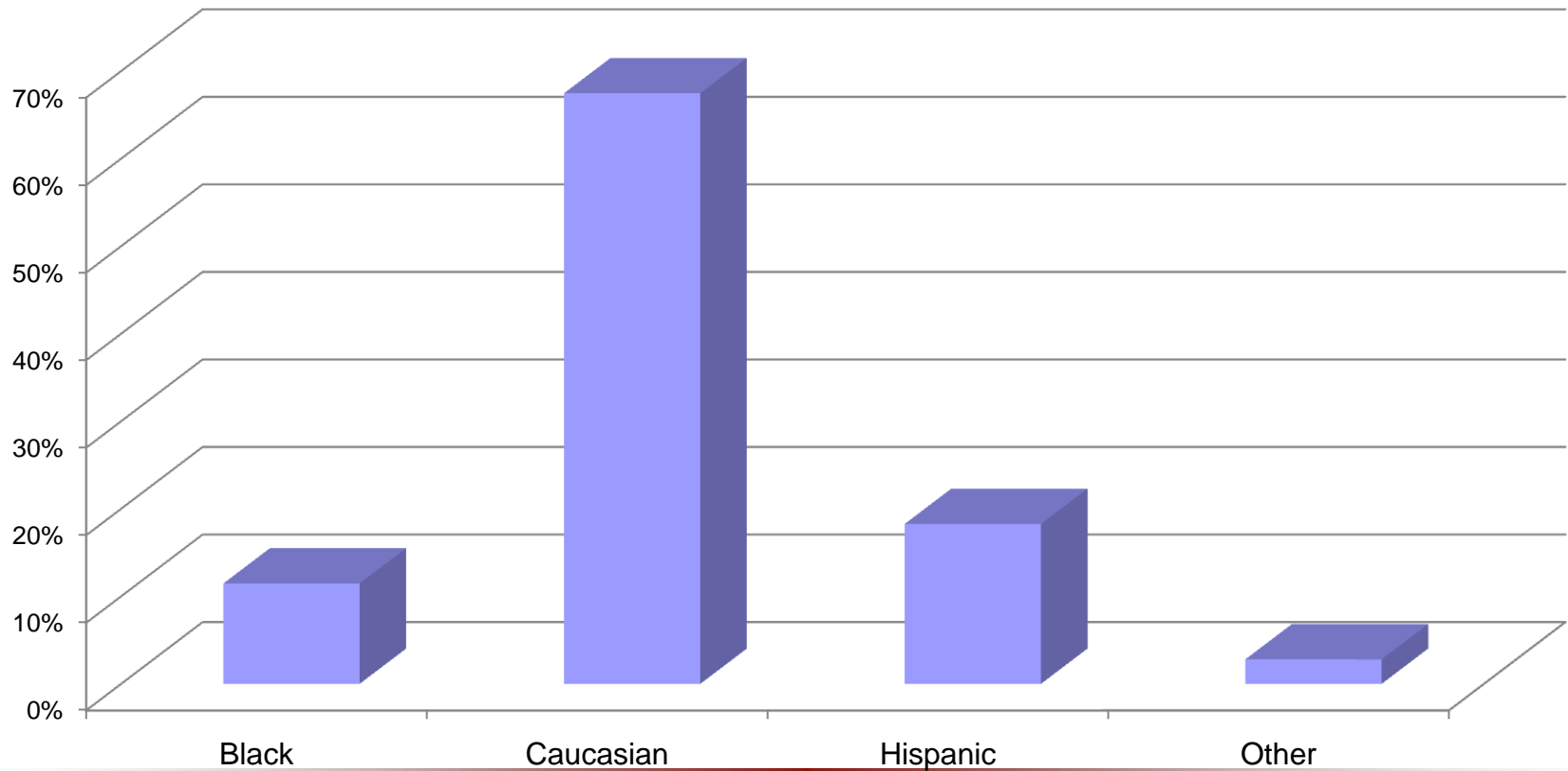


\*As of 5/2/2011



# Who is on our program?\*

## MCHD HCAP Clients Race Distribution

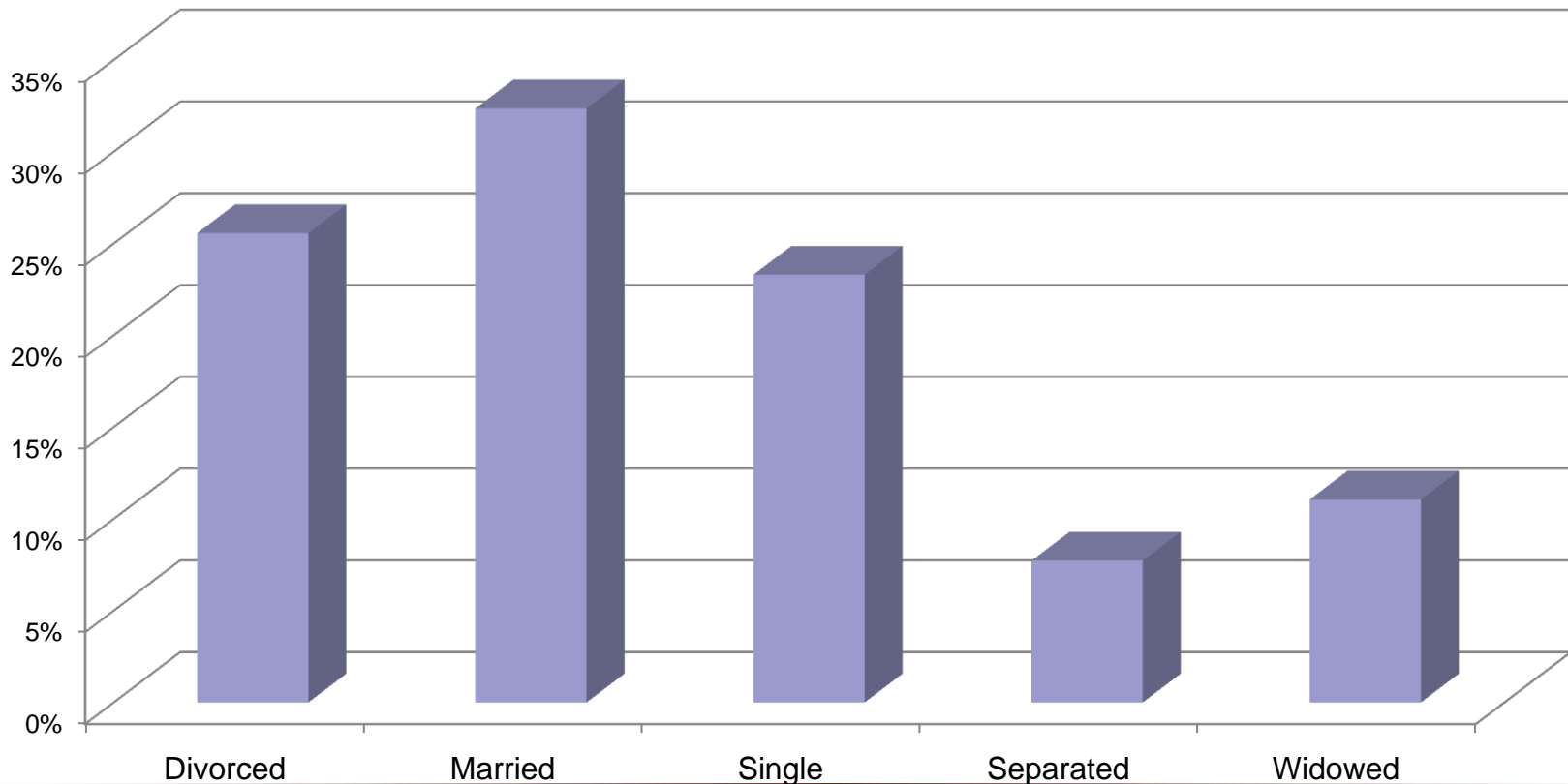


*\*As of 5/2/2011*



# Who is on our program?\*

## MCHD HCAP Clients Marital Status



*\*As of 5/2/2011*



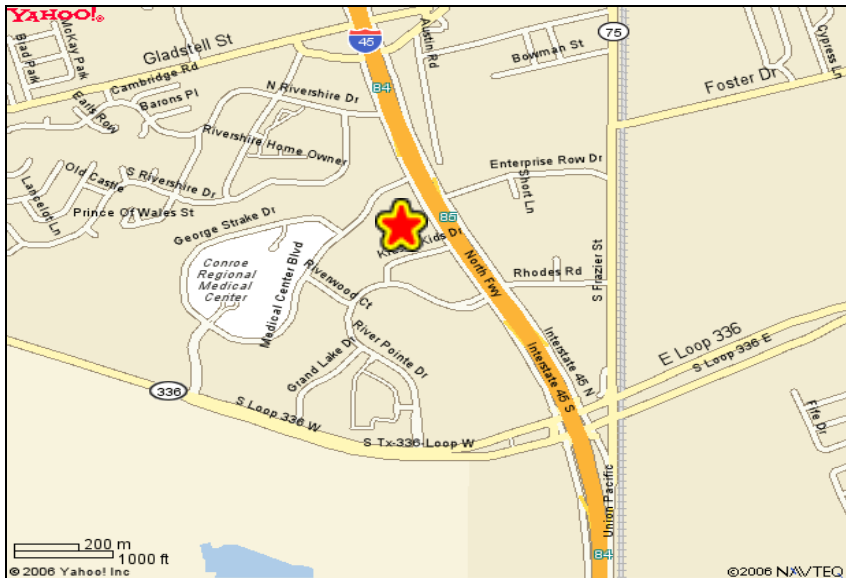
# What is new with HCAP?

- Addition of Home Health providers
  - Signature Health Services
  - Blessing Home Care Services
- Administrative offices relocating June 3<sup>rd</sup>
  - We will be closed to the public June 1<sup>st</sup> – 3<sup>rd</sup> due to this move. We will reopen June 6<sup>th</sup> at our new location.
- Addition of Pharmacy Technician
- Prescription services process and formulary changes
  - Brandi will give a brief overview of the major changes made
- Disease Management Efforts
  - Diabetes – nutrition education and service coordination
  - Chronic respiratory conditions – medication education



# HCAP Eligibility Office – until June 3<sup>rd</sup>, 2011

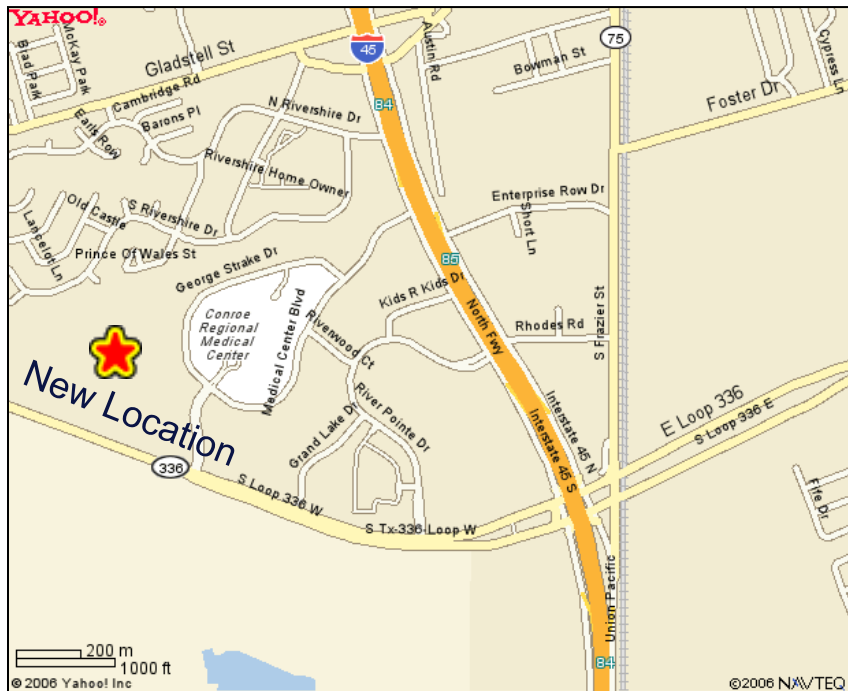
**200 River Pointe, Suite 303  
Conroe, Texas 77304**



- Eligibility Office Hours:
  - Mon -Thurs: 7:30-11:30;  
1:00-4:30
  - Friday: 7:30-11:30
- Phone: 936-523-5100
- Fax: 936-539-3450
- Email:  
[HCAPEligibility@mchd-tx.org](mailto:HCAPEligibility@mchd-tx.org)
- Website: <http://www.mchd-tx.org/hcap/hcap.cfm>



# We're Moving!



Effective June 6<sup>th</sup>, 2011 we will be in our new administrative offices at:

1400 South Loop 336 West  
Conroe, TX 77304

The HCAP offices will be on the first floor.

Office hours and contact information will remain the same.



# Alexandra Gorman

Montgomery County Health Information Exchange

HIE Manager

[agorman@mchd-tx.org](mailto:agorman@mchd-tx.org)

(936) 537-4085



# Health Information Technology Background

- Health Information Technology for Economic and Clinical Health (HITECH) Act of the American Recovery and Reinvestment Act (ARRA) of 2009
  - Meaningful Use EHR incentives
  - Office of the National Coordinator
    - State Health Information Exchange Cooperative Agreement
  - Healthcare reform:
    - Accountable Care Organizations
    - Medical Homes



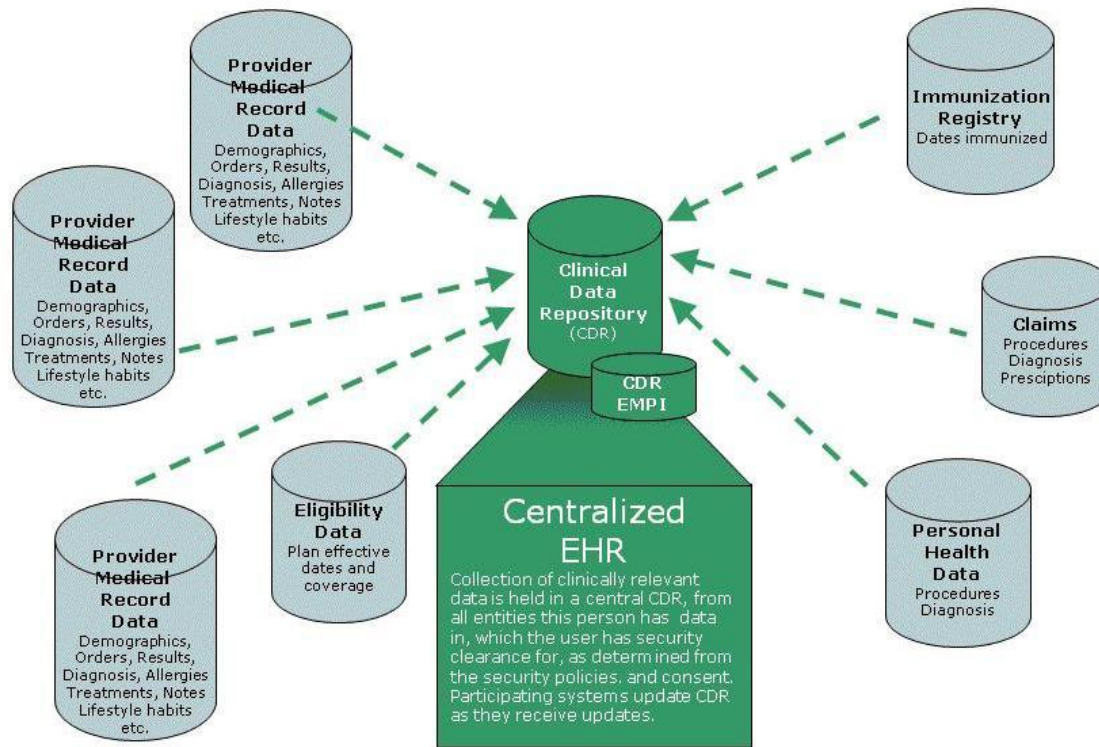
# What is HIE?

- **Health Information Exchange (HIE)** is defined as the HIPAA compliant mobilization of healthcare information electronically across organizations within a region, community or hospital system.
  - Provides the capability to electronically move clinical information among disparate health care systems
  - Goal of HIE is to facilitate access to and retrieval of clinical data to provide safer, more timely, efficient, effective, patient-centered care



# Montgomery County HIE

## Centralized Repository Model





# Brandi Schroeder

Health Care Assistance Program  
Pharmacy Benefit Coordinator

[bschroeder@mchd-tx.org](mailto:bschroeder@mchd-tx.org)

(936) 523-5108



# Changes to Pharmacy Services

- New Staff Member
  - Cody Field, CPhT
- Prior Authorization Process
  - Please see handout
- Patient Assistance Program (PAP) Process
  - Please see handout



# Changes to Pharmacy Services

## ➤ Formulary Changes

### ➤ Utilizing more PAPs

- Process is electronic and hopefully simpler for provider offices
- What can we do to make this process easier for you?

### ➤ Proton Pump Inhibitor Step Therapy

- OTC Prilosec, Zegerid, Zantac, etc.
- Omeprazole
- Protonix, Nexium



# Changes to Pharmacy Services

- Formulary changes continued
  - Norco no longer a covered prescription
    - Other hydrocodone/apap strengths are covered with daily quantity limits in place to ensure acetaminophen levels are within FDA approved levels
    - All clients complete a controlled substance agreement
      - Must identify one controlled substance prescriber
      - Must select one pharmacy to fill controlled substances
      - See handout
  - Albuterol inhalers
    - Ventolin HFA is the preferred inhaler



# Changes to Pharmacy Services

- Preferred prescribing practices
  - Generic medications preferred
    - Low copay (\$4, \$5) medications are the best option
      - Clients can still afford these medications if they have a lapse in coverage
      - Less expensive than plan generic copay
  - 90 Day Prescriptions for maintenance medications
    - Allows more flexibility for client
    - Patient can get some 90 day supplies for \$10
    - Can utilize some PAPs with a mail order prescription
      - No physician signature is required on some PAPs, saves time



# Mirhonda Hon, RN

Health Care Assistance Program

Patient Care Specialist

Diabetes Care Assistance Program (DCAP)

[mhon@mchd-tx.org](mailto:mhon@mchd-tx.org)

(936) 523-1143



# Diabetes Care Assistance Program (DCAP)

## ➤ Objective

- Use individualized diabetes education to:
  - Increase client compliance through accountability and better understanding of their disease
  - Decrease cost by preventing complications or catching them early
  - Save the taxpayer's money and improve health outcomes for clients with diabetes



# Diabetes Care Assistance Program (DCAP)

## ➤ Goals

- Blood sugar monitoring
  - Provide tools and resources
    - Free testing supplies for all clients that participate
- Exercise
  - Customized plans that fit individual's ability
- Control diet
  - Carbohydrate exchange
  - Portion control
  - Increase fiber intake
  - Customize based on cultural preferences



# Diabetes Care Assistance Program (DCAP)

- What we need from our providers
  - Cooperation if we request a client's care plan – we have releases on file from all clients
  - Help us help you care for our clients
- What we can do for our providers
  - Help hold clients accountable for managing their disease
  - Help catch potential problems early and get client to schedule primary care and specialist appointments before ending up in the ER



# Montgomery County Hospital District Health Care Assistance Program Panel

Penny Wilson - Program Manager

David Hernandez – Eligibility Supervisor

Ana Hernandez – Reimbursement Coordinator

Brandi Schroeder – Pharmacy Benefit Coordinator



# Penny Wilson

Health Care Assistance Program

Manager

[pwilson@mchd-tx.org](mailto:pwilson@mchd-tx.org)

(936) 523-1103

- Manages the HCAP Department
  - Operations and Personnel
- Liaison between Boon-Chapman, patients, and providers as necessary
- Help patients, providers, and Boon-Chapman navigate MCHD HCAP's plan



# David Hernandez

Health Care Assistance Program

Eligibility Supervisor

[dhernandez@mchd-tx.org](mailto:dhernandez@mchd-tx.org)

(936) 523-5105

- Supervises HCAP Eligibility Department
  - Operations and Personnel
- Audits Boon-Chapman's eligibility records daily
- Handles all issues related to the HCAP eligibility process – including designating cases medical necessities for expedited processing



# Eligibility Criteria

- Residence – must live in Montgomery County
- Citizenship – no undocumented aliens
- Household Income – up to 150% of FPIIL
  - Currently \$1,362 monthly income for household of 1
- Resources – up to \$2,000 (\$3,000 if aged or disabled)
- Medical Need – not insurance



# Ana Hernandez

Health Care Assistance Program  
Reimbursement Coordinator

[ahernandez@mchd-tx.org](mailto:ahernandez@mchd-tx.org)

(936) 523-5170



# Reimbursement: The Right Bill to the Right Place

- Reimbursement liaison between clients, providers, and Boon-Chapman when necessary
- Monitors Medicaid as a payor source monthly for active HCAP clients
- Notifies appropriate provider when Medicaid had been identified as a payor source
  - Provider is asked to pay MCHD back and re-submit claims through Medicaid as we are no longer the **PAYOR OF LAST RESORT**
    - We only request reimbursement for dates of service no more than 365 days prior to Medicaid approval date



# Brandi Schroeder

Health Care Assistance Program

Pharmacy Benefit Coordinator

[bschroeder@mchd-tx.org](mailto:bschroeder@mchd-tx.org)

(936) 523-5108

- Mission is to help stretch the prescription dollar
- Primary pharmacy services liaison between providers, clients, and US Script when necessary



# MCHD / Boon-Chapman Q&A



# MCHD – Boon-Chapman Q&A

## **MCHD:**

Penny Buchanan Wilson - Program Manager

David Hernandez – Eligibility Supervisor

Brandi Schroeder – Pharmacy Benefit Coordinator

Ana Hernandez – Reimbursement Coordinator

## **Boon-Chapman:**

Steve Gauen – President

Stacey Minton – Director, Houston Operations

Donna Gaona, Director, Medical Management

**Mail:**

P.O. Box 9201  
Austin, TX 78766-9201

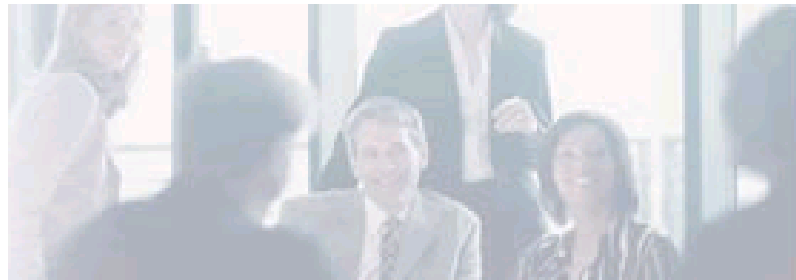
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# Conclusion





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Austin, TX 78766-9201

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Austin, TX 78759

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***Thank you for attending!***

Please remember to complete the feedback questionnaire and return it to the registration table.

