

block vision

PROVIDER ★ NEWSLETTER

Volume 14, Issue 1 – April 2009

BLOCK VISION'S QUALITY IMPROVEMENT PROGRAM

Block Vision's Quality Improvement Program strives to comprehensively and systematically monitor and evaluate the quality and appropriateness of care and services provided to patients in an objective fashion, monitor patient safety, and to seek opportunities for improvement. The program was very successful in 2008 and met its goals related to patient service and clinical care. Please see the detailed results of the service and clinical study findings within this newsletter.

INFORMATION AVAILABLE ON THE BLOCK VISION WEBSITE, WWW.BLOCKVISION.COM, OR BY CALLING BLOCK VISION AT 800-243-1401 EXTENSION 2107

- The Provider Manual, which includes information on Block Vision's policies and procedures, Member Rights, and more
- The Web Manual for detailed information about using the new system
- Past issues of the Provider Newsletter

REPORT POTENTIAL FRAUDULENT ACTIVITY

Providers are encouraged and expected to notify Block Vision of any suspected fraud or abuse pertaining to the company. Suspected fraudulent activity may be reported to Block Vision at

800-243-1401

Press 3

Press 2

or by email to:

compliance@blockvision.com

In This Issue:

Block Vision Manual
Availability Info

Fraudulent Activity
Reporting

Cultural Competence -
Serving Members with
Special Needs

Information on the
Quality Improvement
Program

- Annual Provider Re-
lation Survey

- Service Performance
Standards

- Clinical Studies:

*Diabetic Eye
Compliance*

*Comprehensive
Eye Examination
Compliance*

ASSURING CULTURAL COMPETENCE IN HEALTH CARE

Serving Members with Special Needs

- ▶ Block Vision would like to remind providers that we must be in compliance with Title VI of the Civil Rights Act of 1964 and Class Standards federal law. This means that members are served without discrimination regarding race, color, national origin or English speaking ability.
- ▶ In addition, Block Vision is committed to providing all members on whose behalf we arrange vision services with adequate access to administrative and clinical services within the scope of Block's program. This includes those members who have special needs that affect their ability to communicate with Block Vision and/or our participating providers and to access vision care services. It is Block Vision's policy to make arrangements as necessary to accommodate those members who have special needs to ensure that they have equal access to administrative and clinical services on the same basis as to members who do not have special needs.
- ▶ We ask your assistance in identifying and bringing to our attention any member in Block's program who you believe may have a special need that impacts his or her ability to communicate with your office or to receive care. If you identify such a member, please contact our Member Services team, and we will help make the necessary arrangements to ensure that the member receives the care he or she needs. Thank you for your assistance in helping Block Vision serve members with special needs.

ANNUAL PROVIDER SATISFACTION SURVEY

Block Vision and Block Vision of Texas are committed to achieving a high level of satisfaction among their contracted providers. To this end, they conduct annual Provider Satisfaction Surveys to obtain provider feedback. The Provider Satisfaction Survey form asks providers to rate Block Vision and Block Vision of Texas' administrative policies and procedures. Management then uses these survey results to evaluate operations and to identify opportunities for improvement.

We would like to take this opportunity to share the highlights of the 2008 survey results with you, rated on a scale from 1 (needs improvement) to 3 (very satisfied).

	Block Vision	Block Vision of Texas
Members are well informed	2.4	2.4
Block Website	2.4	2.3
Claims Administration	2.2	2.3
Helpfulness & Professionalism	2.2	2.1
Provider Manual	2.1	2.0
Satisfaction as a Block Provider	2.1	2.1
VRU	2.1	2.0

Block Vision and Block of Texas are committed to continued improvement in provider satisfaction. The most significant improvement is noted in providers' satisfaction with the website and overall satisfaction as a Block Provider.

Block Vision's Provider Manual is available on its website www.blockvision.com or by calling 800-243-1401 Extension 2107. We encourage you to participate in this year's survey in December and look forward to working with you toward continuous improvement.

BLOCK VISION AND BLOCK VISION OF TEXAS SERVICE PERFORMANCE STANDARDS

Block Vision and Block Vision of Texas have established standards to ensure that members have adequate access to appointments and that eyewear is made available timely. These standards are outlined in your [Provider Manual](#). We periodically perform Service Delivery Studies to measure compliance with our standards and consider each provider's results when making a recredentialing decision. The standards are listed below:

Access: Appointment Wait Times

We require that our participating providers offer appointments to members within the following time frames:

- *Routine Vision Care* – within two weeks of the request.
- *Urgent Care* – within one day of the request i.e. on the same day or the next.
- *Emergency Care* – on the day of the request.

Almost 100% of the Block Vision and Block Vision of Texas participating providers that were evaluated in 2008 met the appointment wait time standards.

Availability: Materials Turnaround Times

Block Vision and Block Vision of Texas require that eyewear ordered through a participating provider must be made available to the member within five business days from the date of an order.

The 2008 survey revealed that almost 100% of the Block Vision and Block Vision of Texas participating providers that were evaluated met the eyewear turnaround standard.

Monitoring of Compliance

The Quality Management Department is responsible for monitoring to ensure that provider offices meet the specified standards. To measure compliance, the Quality Management Coordinator periodically calls provider offices and evaluates performance using the following approaches:

- *Appointment Wait Times*: The Quality Management Coordinator calls provider office staff and asks when the next appointment is available then scores compliance based on whether or not an appointment is scheduled within the access standards. Compliance with appointment wait times are generally monitored throughout the year and are monitored on a provider-specific basis at the time of recredentialing.
- *Eyewear Availability*: The Quality Management Coordinator faxes an information request to participating providers who furnished eyewear during the study period. He/she identifies specific patient encounters and asks when the eyewear was ordered and the date it was available for the patient to pick up. Compliance with eyewear turnaround times are generally monitored throughout the year and are monitored on a provider-specific basis at the time of recredentialing.

Clinical Study: Diabetic Eye Compliance

Block Vision has clinical protocols for the management of diabetic patients. The protocols are based upon the recommendations of the American Optometric Association and the American Academy of Ophthalmology to facilitate proper eye care for patients diagnosed with diabetes. Based upon these protocols Block Vision designed a study to measure providers' compliance with the management of patients with diabetes.

Although Block Vision can monitor through claims records which diabetic members are receiving eye care services, a medical record review is needed to determine if those services adhere to Block's clinical protocols. This is especially important given that the CPT coding system does not distinguish a dilated retinal examination from a non-dilated retinal examination (a dilated retinal examination is the standard of care for a diabetic patient). In addition to dilation, it is important to measure compliance with all of Block's protocols regarding an expanded patient history (to include information regarding the member's type and duration of diabetes, as well as medi-

ation), components of the ocular exam, the frequency of examinations based upon the severity of each member's retinopathy, and communication between the member's eye care provider and primary care physician.

The results of the 2008 study are below:

- Overall score for all providers: 99%
- Compliance with documenting diabetes presence: 99%
- Compliance with documenting chief complaint: 100%
- Compliance with documenting family history of diabetes: 91%
- Compliance with documenting type/duration of diabetes: 100%
- Compliance with documenting medication: 97%
- Compliance with performing ocular exam – iris: 100%
- Compliance with assessing Ocular exam – fundus: 100%
- Compliance with documenting other Diagnosis(es): 100%

- Compliance with documenting assessment and plan of care: 100%
- Compliance with legible records: 100%
- Compliance with including doctor signature: 100%

The 2008 study results indicate that overall, providers are compliant with Block Vision's clinical protocols for the management of diabetic patients. Areas for improvement include:

- Documenting family history of diabetes
- Documenting medication

A complete copy of Block Vision's clinical protocols are available on Block Vision's website at

www.blockvision.com.

We will continue to assess providers' compliance in 2009. Please help by responding to requests for copies of medical records.

Clinical Study: Comprehensive Eye Examination Compliance

Block Vision has clinical protocols for comprehensive eye examinations. The protocols are based upon the recommendations of the American Optometric Association and the American Academy of Ophthalmology to facilitate proper eye care. Based upon these protocols Block Vision designed a study to measure providers' compliance with components of a comprehensive eye examination. The results of the 2008 study are below:

- Overall score for all providers 99%
- 99% compliant with documenting case histories

- 100% compliant with assessing visual acuities
- 100% compliant with assessing ocular health
- 100% compliant with assessing preliminaries
- 100% compliant with assessing refraction
- 100% compliant with testing binocular coordination
- 100% compliant with assessing diagnosis/prognosis and patient instructions

The 2008 study results indicate that overall, providers are compliant with

Block Vision's clinical protocols for comprehensive eye exams. An area for improvement is:

- Documentation case histories

For a copy of Block Vision's comprehensive eye examination protocols, please consult Block Vision's Provider Manual or the clinical protocols available on Block Vision's website at

www.blockvision.com

We will continue to assess providers' compliance in 2009. Please help by responding to requests for copies of medical records.

STATEMENT OF MEMBERS' RIGHTS & RESPONSIBILITIES

Block Vision is committed to providing members enrolled through its clients with high quality eye care and administrative service from Block Vision's participating providers and the Company's administrative staff. Member inquiries regarding this statement should be directed to Block Vision's Member Services department at its toll-free telephone number.

The following rights and responsibilities apply to all members:

RIGHTS

Members have the right to:

- Receive information about Block Vision, its services, its participating providers and members' rights and responsibilities;
- Receive accurate benefit information in a timely manner, as well as to receive timely assistance when seeking to utilize their vision coverage;
- Timely access to care that does not have any communication or physical access barriers;
- Be treated with respect and recognition of their dignity and right to privacy (including the right to have your medical records and care kept private) and to receive eye care services in a non-discriminatory manner on the same basis as patients not enrolled through Block Vision's clients;
- Be free from any form of restraint or seclusion by use or means of coercion, discipline, convenience or retaliation;
- Actively participate with their Block Vision provider in making decisions about their eye care, including consent for or refusal of treatment;
- A candid discussion of appropriate or medically necessary treatment options for conditions, regardless of cost or benefit coverage. This includes the right to ask questions and to receive complete information relating to the member's visual and medical condition(s) and treatment options, including specialty care;
- Voice complaints, grievances or appeals about Block Vision, the healthplan through which the member is enrolled, or the care received and to receive access to the grievance process. This includes the right to receive assistance in filing an appeal and to receive a fair hearing from Block Vision, the healthplan through which the member is enrolled or other applicable regulatory body (e.g., state Medicaid agency such as the Department for Medicaid Services or Department of Social Services);
- Receive eye care services from a different participating provider each time they access covered services within defined benefit frequency intervals;
- A reasonable opportunity to choose a primary care physician (PCP) and to change to another provider in a reasonable manner. (Selection of a PCP and any PCP changes are coordinated with the healthplan through which the member is enrolled.);
- Timely referral and access to medically indicated specialty care (in accordance with referral protocols established by the healthplan through which the member is enrolled);
- Have access to medical records in accordance with applicable federal and state laws;
- Prepare Advance Medical Directives pursuant to applicable laws; and
- Make recommendations regarding Block Vision's members' rights and responsibilities policies.

RESPONSIBILITIES

Members have a responsibility to:

- Become informed about their member rights;
- Supply information (to the extent possible) that Block Vision, a participating provider and/or the healthplan through which the member is enrolled needs in order to arrange for or provide eye care services;
- Abide by the policies and procedures established by Block Vision, the healthplan through which the member is enrolled and any applicable regulatory body (e.g., state Medicaid agency such as the Department for Medicaid Services or Department of Social Services);
- Become informed about service and treatment options and to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible;
- Follow plans and instructions for care that they have agreed on with their participating provider;
- Actively participate in personal health and care decisions and to practice healthy lifestyles;
- Report suspected fraud and abuse; and
- Keep scheduled appointments or call the provider's office to cancel.