

# block vision

## PROVIDER ☆ NEWSLETTER

Volume 15, Issue 1 – May 2010

### 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 2009 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, waste 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](mailto:compliance@blockvision.com)**

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- Fraudulent Activity Reporting
- Responding to Requests from VerifPoint
- Information on the Quality Improvement Program
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  - ▶ Service Performance Standards
  - ▶ Clinical Studies:
    - Diabetic Eye Compliance*
    - Comprehensive Eye Examination Compliance*

### RESPONDING TO REQUESTS FROM VERIFPOINT

#### *VerifPoint is Block Vision's Credentialing Verification Organization*

Credentialing and recredentialing of vision care providers who participate on the Block Vision panel are an important component of our Quality Management Program. We use these tools to ensure that a quality network of providers is available to health plans and other companies who select us to manage their vision care programs. Since 2002, we have used VerifPoint, Inc. for primary source verification of provider credentials. VerifPoint is well qualified to perform this verification having been fully certified by NCQA as a Credentials Verification Organization.

It is critical that you respond to Verifpoint's requests for updated information as soon as you receive them. **Doing so will prevent the interruption to patient care that will occur if current information is not on file.** If you have any questions or comments about VerifPoint, please call our Provider Relations Department at (800) 243-1401.

## 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 2009 survey results with you, rated on a scale from 1 (needs improvement) to 3 (very satisfied).

Members are well informed	2.5	2.5
Block Website	2.4	2.4
Claims Administration	2.3	2.3
Helpfulness & Professionalism	2.1	2.1
Provider Manual	2.0	2.1
Satisfaction as a Block Provider	2.0	2.0
VRU	2.1	2.0

Block Vision and Block of Texas are committed to continued improvement in provider satisfaction. Sustained improvement is noted in providers' satisfaction with the website.

Block Vision's Provider Manual is available on its website [www.blockvision.com](http://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:

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.

Nearly 100% of the Block Vision and Block Vision of Texas participating providers that were evaluated in 2009 met the appointment wait time standards.

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 2009 survey revealed that nearly 100% of the Block Vision and Block Vision of Texas participating providers that were evaluated met the eyewear turnaround standard.

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.

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 medication).

cation), 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 2009 study are below:

- Overall score for all providers: 98%
- Compliance with documenting diabetes presence: 100%
- Compliance with documenting chief complaint: 100%
- Compliance with documenting family history of diabetes: 93%
- Compliance with documenting type/duration of diabetes: 100%
- Compliance with documenting medication: 95%
- 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: 97%
- Compliance with including doctor signature: 100%

The 2009 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
- Legible recordkeeping

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

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

We will continue to assess providers' compliance in 2010. Please help by responding to requests for copies of medical records.

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 2009 study are below:

- Overall score for all providers 99%
- 98% 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 2009 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](http://www.blockvision.com)

We will continue to assess providers' compliance in 2010. Please help by responding to requests for copies of medical records.

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## STATEMENT OF MEMBERS' RIGHTS & RESPONSIBILITIES

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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.