

## Article 1

### **The Best Resources For Practices: Resource Fair for Practice Managers Meet Representatives From 17 Different Organizations That Can Help Your Practice.**

Finding the correct Community Resources for your patient can sometimes be a difficult task. CCHAP is sponsoring a RESOURCE FAIR at the next Practice Manager's Meeting. The next Practice Manager's Meeting will be from 11:30 to 1:30 on September 17, 2009 in the Maroon Peak Conference Room at The Children's Hospital. Participating agencies include:

ABCD	Access Behavioral Health
Behavioral Health, Inc.	Foothills Behavioral Health
Colorado Adolescent Maternity Program (CAMP)	
Cavity Free by Three	CCHAP – Cultural Competency Training
Colorado Access	Early Intervention Colorado
Colorado Children's Immunization Coalition	
EPSDT	CIIS
Family Voices	Medical Home Certification
Provider Resource Helpline	Health Care Program
HCPF	Jewish Family Services
Vaccines for Children	

This is an excellent opportunity to talk to your community partners and expand your knowledge base regarding the services they can provide the children and families in your care. This Resource Fair promotes the Colorado Medical Home standard which supports making information regarding community resource information available to patients and families. Each service will be bringing information about their services that you can take back to your office.

You will also have the opportunity to sign up for cultural competency training, Medical Home certification, and training for the Cavity Free by Three program.

Take advantage of this collection of resources! Practice Managers as well as Providers are welcome. Contact Anita Rich ([rich.anita@tchden.org](mailto:rich.anita@tchden.org)) for more information. See ya' at the Fair!

## Article 2

### **Reminder: What to do when a child has commercial insurance and Medicaid**

Add this to your staff's information regarding Medicaid –

When a child is covered by both private insurance and Medicaid, private insurance must be billed before Medicaid and **co-pays** collected from the policy holder or other family member. Medicaid is always payer of last resort and can not be used to pay **co-pays** or deductibles. Medicaid will only pay for those services not covered by the private insurance plan. Billing Medicaid instead of the private insurance plan will be looked at as fraud.

To report coverage by a private plan, use the reporting form located at:

<http://www.cchap.org/storage/nl/30/TPL%20Form.pdf>

If your patient has dropped their private insurance and you or the family is having problems removing the insurance information, call or e-mail Kevin Heckman 720-777-6309, [heckman.kevin@tchden.org](mailto:heckman.kevin@tchden.org)

### **Article 3**

#### **Medicaid Rate Cuts**

As you recall, the Ritter Administration and the leadership at state Medicaid went to bat for primary care providers on the budget cutting process that took effect July 1, 2009. They did not cut any rates on primary care codes.

Unfortunately, they have had to go through another round of budget cuts. This time to be fair, they had to give a small cut to primary care providers. Given the state of the nation's economy and the budget challenges faced by Colorado, we feel fortunate that the Medicaid physician reimbursement rates have been limited to a very minimal 1.5% reduction effective September 1, 2009. We are also pleased to report that the CCHAP Medical Home "bump" for preventive codes has not been reduced.

A copy of the announcement can be found at:

<http://www.cchap.org/storage/nl/30/Medicaid%20Provider%20Bulletin%20Sep%2009.pdf>

The new Medicaid fee schedule is available for download at: [www.colorado.gov/hcpf](http://www.colorado.gov/hcpf) > Providers > Provider Services.

Please contact Kevin Heckman at [heckman.kevin@tchden.org](mailto:heckman.kevin@tchden.org) for more information.

## Article 4

### Observing Ramadan

A Newsletter Written by Marcia Carteret

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Ramadan is expected to begin on or around August 22, 2009 and will finish on or around September 20, 2009. (The exact dates of Islamic holidays cannot be determined in advance, due to the nature of the Islamic lunar calendar.)

Ramadan, the holiest month of the year for Muslims around the world, occurs during the ninth month of the Islamic calendar. During this holy month, Muslims from all continents unite in a period of community-wide fasting and spiritual reflection.

The annual fast of Ramadan is considered one of the five "pillars" of Islam. Muslims who are physically able are required to fast each day of the entire month, from sunrise to sunset. The evenings are then spent reading from the Qur'an and engaging in prayer and spiritual reflection. Muslims also enjoy family and community meals after sunset. There are no dietary restrictions specific to Ramadan; the usual Islamic dietary law applies.

Ramadan isn't just about avoiding eating and drinking. From dawn to dusk during Ramadan, time is focused on purifying the soul, refocusing attention on God, and practicing self-sacrifice. The term for fasting (sawm) literally means "to refrain" and it applies to a broad spectrum of behaviors and bad habits – to thoughts, feelings, and actions. As examples, one should refrain from gossip and unkind speech, looking at unlawful (obscene) things, taking things that belong to others, and telling lies. Essentially, every part of the body and soul observes the fast. By refocusing the self on the worship of God, one cleanses the body and the spirit.

**Time for Prayer:** Muslims observe five formal prayers each day. The timings of these prayers are spaced fairly evenly throughout the day, so that one is constantly reminded of God and given opportunities to seek His guidance and forgiveness.

Muslims observe the formal prayers at the following times: Fajr (pre-dawn), Dhuhr (noon), 'Asr (afternoon), Maghrib (sunset), and 'Isha (evening). In Muslim communities, people are reminded of the daily prayer times through the calling of the adhan. For those in Muslim-minority communities, computerized adhan programs are available.

**In Healthcare Settings:** It is important to be aware of Ramadan because, depending on the individual/family, there may be strict adherence to prayer times and fasting. In a hospital setting it is important to note that a patient might refuse to eat during "regular" meal times and leave food untouched and then be demanding of food at unusual hours. Nurses who are being asked to bring fruits and vegetables all night might be annoyed by odd eating patterns until they learn that the patient/family is following the dictates of their religion. For many Muslims illness provides an exemption from the rules. However, the most devout may insist on following the patterns of fasting and prayer despite extenuating circumstances.

**Children and Ramadan:** Muslim children may participate in fasting during Ramadan if they want to, but it is not required of them until they reach the age of maturity (puberty). Younger children, however, may enjoy participating along with their family and community by practicing fasting for part of a day, or for one day on the weekend, especially in the shorter winter months.

It is also common for children to participate in Ramadan in other ways, aside from the daily fast. They may collect coins or money to donate to the needy, help cook meals for breaking the day's fast, or read Qur'an with the family in the evening.

At the end of Ramadan, during the joyous three-day celebration called Eid al-Fitr (the festival of breaking the fast), children are often indulged with gifts of sweets and money.

## Article 5

### Practice Manager's Corner

By Kevin Heckman

#### The Vaccines for Children Program and Vaccine Storage Guidelines

**Myth:** You must keep VFC vaccines stored in a separate refrigerator

**Fact:** VFC vaccines need only to be clearly separated from your commercial and CHP+ patient vaccines, typically on separate shelves in the same refrigerator.

**Myth:** Dorm style small refrigerators are acceptable for storing VFC (or any other) vaccines

**Fact:** Typically, 11 cubic ft. is the minimum requirement. Smaller, under the counter units may only be used for very small vaccine quantities and must be a pharmacy or biological grade unit.

#### More Facts:

- A combination refrigerator/freezer unit sold for home use is acceptable for vaccine storage if the refrigerator and freezer compartments each have a separate external door.
- Vaccines that require storage temperatures between 35° and 46°F (2° and 8°C) may be stored in the refrigerator compartment of a household- or commercial-style refrigerator-freezer unit. Vaccines that require storage temperatures at 5°F (-15°C) or colder may be stored in the freezer compartments of such units.
- The unit must be dedicated to the storage of vaccines. Food and beverages should not be stored in a vaccine storage unit because this practice results in frequent opening of the door and destabilization of the temperature.
- Small single-door (dormitory-style or bar-style) combined refrigerator-freezer units should not be used for permanent vaccine storage. The freezer compartment in this type of unit is incapable of maintaining temperatures cold enough to store MMRV, varicella, and zoster vaccines. However, this type of unit may be adequate for temporarily storing **small quantities** of inactivated vaccines and MMR vaccine in the refrigerator compartment (not the freezer compartment) **if** the refrigerator compartment can maintain temperatures at 35° to 46°F (2° to 8°C).
- MMRV, varicella, and zoster vaccines may be stored in either a manual defrost or a frost-free freezer at 5° F (-15° C) or colder.
- Providers enrolled in the Vaccines for Children (VFC) Program are required to have certified calibrated thermometers in all refrigerators and freezers used for vaccine storage.
- The temperature inside each compartment of the vaccine storage unit must be checked with a certified calibrated thermometer at least twice each day, once in the morning when the door is first opened, and once at the end of the clinic day just before the door is closed for the last time.

For more detailed information about the VFC Program please refer to the following website:

<http://www.cdphe.state.co.us/dc/Immunization/vfc.html>

or call **303-692-2650**.

### **Medicaid Nurse Advice Line**

Medicaid provides a no cost Nurse Advice Line that is available to your Medicaid patients for after-hours coverage. A practice can add this information to their after-hours phone message and meet the minimum requirements of 24x7 accessibility for Medical Home Certification.

**Medicaid Nurse Advisor Line 1-800-283-3221.**

### **Cost Saving Vaccine Management Program**

The Children's Hospital, through a partnership with Child Health Corporation of America (CHCA), can offer a cost savings vaccine management program to pediatricians and family physicians statewide. Analysis shows an immediate savings of 15-25 percent on immunization products that physicians can purchase through this cooperative. Contact

[mike.bomstad@chca.com](mailto:mike.bomstad@chca.com) for more information and be sure to mention that you are affiliated with The Children's Hospital.

## **Article 6**

### **Building Your Medical Home Toolkit - Online Launch June 1, 2009**

[www.pediatricmedhome.org](http://www.pediatricmedhome.org)

Brought to you by the AAP/MCHB/National Center for Medical Home Implementation, the *Building Your Medical Home* Toolkit supports the primary care pediatrician's development and improvement of a pediatric Medical Home. It also prepares a pediatric office to apply for and potentially meet the National Committee for Quality Assurance (NCQA) Physician Practice Connections Patient Centered Medical Home (PPC-PCMH) Recognition program requirements. The Toolkit can help a practice assess and improve its medical home capacity with resources and downloadable tools organized into six building blocks that provide guidance for implementation:

- Care Partnership Support addresses family access and communication
- Clinical Care Organization addresses standards for practice organization and use of clinical information
- Care Delivery Management addresses the promotion of clinical care that is consistent with scientific evidence, as well as patient and family preference
- Resources and Linkages addresses successfully linking patient and families with community resources to help meet their needs
- Practice Performance Measurement addresses the organization and promotion of safe and high quality care
- Payment and Finance addresses the need to match quality care and NCQA recognition with payment and value

The National Center for Medical Home Implementation is a cooperative agreement between the Maternal and Child Health Bureau/HRSA and the American Academy of Pediatrics. The National Center works to ensure that all children and youth, including those with special health care needs, have the services and support necessary for full community inclusion through medical homes.

*Building Your Medical Home* Toolkit content was developed by Jeanne McAllister, Director of the Center for Medical Home Improvement, Crotched Mountain Foundation in New Hampshire, with guidance from AAP leadership and the National Center's Project Advisory Committee members. For more information about the National Center, please visit [www.medicalhomeinfo.org](http://www.medicalhomeinfo.org) or contact Angela Tobin, Manager of Technical Assistance, at [atobin@aap.org](mailto:atobin@aap.org).

Thank you.

Angela Tobin, AM, LSW

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The National Center for Medical Home Implementation

American Academy of Pediatrics

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e-mail: [atobin@aap.org](mailto:atobin@aap.org)

## Ongoing Services

- **Announcing an Interactive Cross-Cultural Communications Website  
Designed Especially for Healthcare Professionals**

[www.cchap.org/nl30/#7](http://www.cchap.org/nl30/#7)

- **Language as a Communication Barrier in Medical Care for Hispanic Patients  
Plus A Spanish Course For Providers**

[www.cchap.org/nl30/#8](http://www.cchap.org/nl30/#8)

- **Postpartum Depression Screening For Mothers And Training For Your Practice**

[www.cchap.org/nl30/#9](http://www.cchap.org/nl30/#9)

- **Child Psychiatrist Available to Provide Conferences for You In your Office**

[www.cchap.org/nl30/#10](http://www.cchap.org/nl30/#10)

- **The Cross-cultural Curriculum for the Department of Pediatrics  
The syllabus is now available for you and your practice**

[www.cchap.org/nl30/#11](http://www.cchap.org/nl30/#11)

- **Child Psychiatry Telephone Consultation on Medicaid Children**

[www.cchap.org/nl30/#12](http://www.cchap.org/nl30/#12)

- **Practice Manager's Meeting September 17 @ TCH 12pm**

RSVP [carter.joyce@tchden.org](mailto:carter.joyce@tchden.org)

- **Integrating Developmental Screening In a Pediatric Practice**

[www.cchap.org/nl30/#13](http://www.cchap.org/nl30/#13)

- **Medical Spanish Training For Your Office Staff**

[www.cchap.org/nl30/#14](http://www.cchap.org/nl30/#14)