

Announcing a New Pharmacy Partner for SummaCare



After much consideration, SummaCare has chosen MedImpact HealthCare Systems, Inc. to provide prescription benefit management (PBM) services to our members effective January 1, 2012. With a focus on quality of care and outstanding customer service, MedImpact serves more than 35 million members throughout

the country and provides services to many of the nation's finest health plans and hospitals. MedImpact's retail pharmacy network includes more than 64,000 pharmacies, so members can expect minimal, if any, change to the pharmacies available to them. Provider directories and the online provider search tool will be updated to reflect the MedImpact pharmacy network. In addition, MedImpact Customer Service is available 24 hours a day, 7 days a week to assist both members and physicians.

As part of this transition, mail order pharmacy services will change from Walgreens Mail Service to MedVantx. We will automatically transfer any prescriptions with open refills from Walgreens Mail Service to MedVantx, so providers will not be required to write new prescriptions for members who use the mail order program. However, as new MedVantx users, members

are required to register and set up a mail order account with them before they can fill or request refills for mail prescriptions.

What SummaCare Prescribers Need to Know:

- On January 1, 2012, all PBM services will transfer from Catalyst Rx to MedImpact. All current prescription history, including authorizations, will be transferred to MedImpact, and any open mail prescription refills will be transferred to the MedVantx Mail Order Pharmacy.
- The MedImpact Call Center will handle all prescription prior authorization requests effective January 1, 2012. To reach the MedImpact Call Center, prescribers should call the SummaCare Provider line as usual and choose the MedImpact prompt.
- Criteria for approval of prior authorization, step therapy and quantity limit override requests will remain the same. Please visit www.summacare.com, click providers and choose the "Resources and Self-Services" tab to access guidelines as well as the SummaCare step therapy override fax form.
- All members will receive a new member ID card that contains updated prescription information.
- Specialty pharmacy services will not change. Walgreens specialty pharmacy services remains SummaCare's preferred provider.

We look forward to this positive change and are confident you will benefit from the quality services MedImpact will bring to our relationship.

Provider Press

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SummaCare Receives Top Ratings

SummaCare was recognized as the **number one health insurance plan in Ohio** in NCQA's Private Health Insurance Plan Rankings for 2011-2012. SummaCare's HMO/POS plan was ranked number one in Ohio and 54th nationally, while the PPO plan ranked number one in Ohio and 116th nationally among 390 other health plans. The rankings are based on several survey categories including overall consumer experience, of which satisfaction with plan physicians and health plan services are major components.

SummaCare's Medicare Advantage plan was also nationally recognized recently with a 4.5 out of 5 star rating for 2012 from The Centers for Medicare and Medicaid Services (CMS). This is based on our performance in key areas such as customer service, wellness, disease management and responsiveness. Plan performance summary star ratings are assessed each year and may change from one year to the next.

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CMS Transition to Encounter Data System

Beginning January 2012, The Centers for Medicare and Medicaid Services (CMS) will be utilizing The Encounter Data System (EDS) to collect health information on Medicare beneficiaries. While it has always been vitally important that health plans and providers work together to provide the highest quality information to CMS, the complexity of the encounter data requirements will necessitate that all data be complete and accurate to negate claim processing errors and rejections. SummaCare is dedicated to keeping our providers informed of all developments related to the EDS initiative. Be sure to watch for more EDS information and training opportunities in the coming months!



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Proton Pump Inhibitor Coverage Changes Effective January 1, 2012

The proton pump inhibitor (PPI) market continues to evolve due to increased availability of generic products in this class. Over the past several years, SummaCare has offered a popular program that provides coverage of over-the-counter (OTC) PPIs at no cost to most of our members. Because of continued price fluctuations in this market, SummaCare will no longer offer free coverage of the OTC PPIs after December 31, 2011.

In 2012, generic prescription-only omeprazole and pantoprazole will be covered at the lowest copay level. In addition, the PPI step therapy process will be modified - other PPIs (all brand name products plus generic lansoprazole) will be covered only after a course of omeprazole or pantoprazole have been tried and failed or the prescriber can provide documentation of a contraindication.

SummaCare will be mailing a communication to members currently participating in the PPI program. Therefore, providers may be contacted by their patients requesting prescriber approval to convert to the prescription versions of these products.

Thank you for your assistance in helping us provide a high quality, cost-effective prescription benefit plan.

2012 SummaCare Proton Pump Inhibitor Formulary		
Drug	Formulary Status	Restrictions
Omeprazole	Preferred Generic	Quantity Limits Apply
Pantoprazole	Preferred Generic	Quantity Limits Apply
Lansoprazole	Non-Preferred Generic	Step Therapy Required, Quantity Limits Apply
Omeprazole w/Bicarbonate	Non-Preferred Generic	Step Therapy Required, Quantity Limits Apply
Aciphex	Non-Preferred Generic	Step Therapy Required, Quantity Limits Apply
Dexilant	Non-Preferred Generic	Step Therapy Required, Quantity Limits Apply
Nexium	Non-Preferred Generic	Step Therapy Required, Quantity Limits Apply

Employee Spotlight



Meet Mellonie Holland. Mellonie worked at SummaCare before moving to Houston, Texas in 2004. She moved back to Ohio and again came to work for SummaCare in July of 2010. Mellonie worked in our Appeals department then transferred to Provider Support Services in June of 2011. If you have contacted SummaCare to verify benefits, eligibility or check the status of a claim you may have already spoken with Mellonie.

Mellonie lives in Kent with her husband Charles, daughter Karrie (also employed at SummaCare), grandson Trevor (3) and her cat Allie. Mellonie has another grandson Jonathan (1), who lives in Texas. In her free time, she enjoys baking, reading and going to the movies.

Find it at www.summacare.com

- Preventive & Clinical Practice Guidelines
- New Technology Updates
- Quality Management Program & Evaluation
- Member Rights & Responsibilities
- Disease & Case Management Programs
- Utilization Management Decision Guidelines
- Medical Record & Documentation Standards
- Pharmaceutical Management Procedures
- Affirmative Statement About Incentives
- Accessibility Standards
- Privacy/PHI policies
- Provider Press



If you do not have Internet access or would like to receive a printed copy of any of the materials posted on our site, please contact Provider Support Services.

Improving Mental Health – a CMS Priority

In 2006, The Centers for Medicare and Medicaid Services (CMS) implemented the Health Outcomes Survey (HOS) as a method of measuring the perceived physical and mental status of Medicare Advantage beneficiaries. The intent of the survey is to provide guidance to health plans on the overall health of their Medicare population and in exploring potential programmatic interventions aimed at maintaining or improving health status. HOS results are included in the 5 star program. CMS rates Medicare Advantage plans on a one to five-star scale, with five stars representing the highest quality. The star rating the plan receives is an overall measure of the plan's quality, and is a cumulative indicator of the quality of care, access to care, responsiveness and beneficiary satisfaction provided by the plan. SummaCare has earned a 4.5 star rating out of 5 stars for 2012.

Research has repeatedly shown that the status of one's mental state has a profound impact on their physical health. We encourage your input on additional avenues to support the health and well-being of Medicare patients. Assess your patients for depression, anxiety and other behavioral health issues. SummaCare is incorporating articles in the Senior Scoop member newsletter on related topics such as handling stress and dealing with loneliness. However, your face-to-face interaction is the most powerful intervention.

Version 5010 Implementation

The current HIPAA standard transaction set for claim submission and remittance will change from version 4010 to 5010, effective January 1, 2012. This change will require action by all providers and/or vendors submitting or receiving electronic data files with SummaCare or Apex Benefits Services.

SummaCare is currently testing version 5010 for all transactions. If you submit your claims to SummaCare through a Trading Partner/Clearing House, have them contact us to begin testing as soon as possible. This will allow a transition period for EDI Providers/Trading Partners to test and transition to exclusive use of version 5010. Effective January 1, 2012, version 4010 will no longer be accepted or sent by SummaCare. **Failure to prepare for this deadline may result in payment delays.**

SummaCare 5010 Companion Guides are available on www.summacare.com under the Provider tab. Apex 5010 Companion Guides are available on www.apex-benefits.com in the Provider Login section. SummaCare EDI Support is available to assist with questions or provide additional information regarding the 5010 Implementation.

If you are currently a paper submitter and would like to start sending your claims electronically, you can directly submit your claims to us using an FTP site or you can use a Trading Partner/Clearing House. For more information on 5010 testing or submitting your claims electronically, please contact EDI Support at EDISupport@summacare.com.

Flu and Pneumonia Vaccinations Reminder

Please continue to encourage your SummaCare patients to receive the flu vaccine. Most members can receive the vaccine for free. If your office isn't providing the flu vaccine, a complete list of flu shot locations is available at www.summacare.com. Remember to consider pneumonia vaccination for your patients age 65 and over. Members can call SummaCare Customer Service at 330-996-8700 or 800-996-8701 with any questions.

Submitting Paper Claims Update

To ensure all the information on your claim is accurately read by our imaging software, we encourage you to use red and white HCFA forms. All writing or stamped information must be limited to box 19 only. Providers who submit claims on a UB should use the appropriate bill type to indicate a corrected claim or late charge.