

Important Regulatory Information

Cigna-HealthSpring SpecialCare of Illinois offers Disease Management and Complex Case Management programs that can help customers cope with chronic health conditions or multiple health conditions.

Disease Management

Cigna-HealthSpring SpecialCare of Illinois customers with chronic conditions like depression, diabetes and congestive heart failure may participate in our Disease Management program.* Our Disease Management staff will work closely with the primary doctor, specialists and other health care professionals to help them understand their condition and get care.

IL Complex Case Management

Our Complex Case Management and Service Coordination programs help customers who have several health conditions, are seeing multiple doctors, and need help coordinating it all. Customers who qualify get help from nurses, pharmacists and other medical staff to help manage their conditions.

How patients are referred:

- The primary doctor, a specialist, or other health care professional can refer them.
- They will get a phone call or letter to review their needs and get started.
- Cigna-HealthSpring SpecialCare of Illinois may call them if you think they may benefit from the program.
- They can refer themselves, or a caregiver can call us on their behalf.

Both programs are available to Cigna-HealthSpring SpecialCare of Illinois customers who qualify. Participation is voluntary and they can join or leave both programs at any time. For information, call: 866-487-3002 (option 4) 8 a.m. - 5 p.m. CT, Monday to Friday.

Health Services

Cigna-HealthSpring's SpecialCare of Illinois Health Services Department coordinates health care services to help ensure appropriate utilization of health care resources. This coordination promotes the delivery of services in a quality-oriented, timely, clinically appropriate, and cost-effective manner for the customers. For information on prior authorizations, referral management, or other utilization questions, call toll free 866-487-3002 (UM Option 6, Prior Authorization option 3), 8 am to 5 pm Central Time Monday to Friday. You may also visit the provider manual Health Services section: <http://www.specialcareil.com/GetFile.Ashx?fileid=4955> pages 10-18. The Utilization Management (UM) criteria can be made available upon request; in person, at Cigna-HealthSpring SpecialCare of Illinois, or by telephone.

Affirmative Statement on Incentives

Cigna-HealthSpring SpecialCare of Illinois Utilization Management associates base utilization decisions on the clinical needs of the members, benefit availability, and appropriateness of care. Objective, scientifically-based clinical criteria and treatment guidelines such as InterQual criteria and Medicare National Coverage Guidelines, in the context of provider or member-supplied clinical information, guide the decision-making process. Cigna-HealthSpring SpecialCare of Illinois in no way rewards or incentivizes, either financially or otherwise, practitioners, utilization reviewers, case managers, physician advisers, or other individuals involved in conducting utilization review, for issuing denials of coverage or service, or inappropriately restricting care.

Customer Rights and Customer Responsibilities

Along with certain rights, there are also responsibilities associated with being a customer of Cigna-HealthSpring SpecialCare of Illinois. Please review the **Customer Rights and Customer Responsibilities** sections of the provider manual page 26 of the Provider Manual. Provider Manual: <http://specialcareil.com/GetFile.Ashx?fileid=4955>

Join us for Provider Education In-Service Webinar!

We are pleased to announce the following educational opportunities for providers participating in the Cigna-HealthSpring SpecialCare of Illinois (ICP) product. Every month we will offer a 60 minute General Orientation in-service webinar session. The sessions are designed for new providers, or for those that have new staff needing training, and/or just need a refresher. We will cover SpecialCare of Illinois Benefits, Eligibility, Referrals & Authorizations, Claim Submission, Website Provider Portal, Partnered Vendors and Important Contacts. A question and answer session will follow each presentation.

We are requesting all providers RSVP, at least two days prior to the date you plan to attend a webinar. Please send email to: ILProviderTraining@healthspring.com and provide the following key information:

- > **Date** in which you are registering to attend an event
- > **Time** in which you are registering for an event
- > **Name** of provider entity
- > **First / Last Names and Professional Title** of each person registering for the event
- > **Phone Number, Email and Fax Number**

IMPORTANT: You will receive a confirmation email with a link and call-in phone number, to be able to attend.

Please see schedule below:

Date	Time CST	Topic
10/25/16	11:30 a.m.	General Orientation
10/25/16	3 p.m.	General Orientation
11/08/16	11:30 a.m.	General Orientation
11/08/16	3 p.m.	General Orientation
11/22/16	11:30 a.m.	General Orientation
11/22/16	3 p.m.	General Orientation
12/06/16	11:30 a.m.	General Orientation
12/06/16	3 p.m.	General Orientation
12/20/16	11:30 a.m.	General Orientation
12/20/16	3 p.m.	General Orientation

*For questions or more information on Provider Education, please contact us at: ILProviderTraining@healthspring.com

Signs of Abuse, Neglect, Exploitation and Critical Incidents

If you or one of your staff members' witnesses, is told of, or suspects an incident of abuse or neglect, it is important to report the allegation immediately. How to report Abuse and Neglect:

- To report suspected abuse, exploitation or neglect of an older person, call the statewide, 24 hour Elder Abuse Hotline: 1-866-800-1409
- Office of Inspector General: 800-368-1463
- Please visit the website of the Department of Aging for more information on Elder rights and recognizing Elder abuse and neglect:

<http://www.illinois.gov/aging/ProtectionAdvocacy/Pages/abuse.aspx>

Types and Definitions:

- **Physical Abuse** – causing the infliction of physical pain or injury to an older person.
- **Sexual abuse** – touching, fondling, or any other sexual activity with an older person when the older person is unable to understand, unwilling to consent, threatened, or physically forced.
- **Emotional abuse** – verbal assaults, threats of abuse, harassment, or intimidation so as to compel the older person to engage in conduct from which she or he has a right to abstain or to refrain from conduct in which the older person has a right to engage.
- **Confinement** – restraining or isolating an older person for other than medical reasons.
- **Passive neglect** – the failure by a caregiver to provide an older person with the necessities of life including, but not limited to, food, clothing, shelter, or medical care, because of failure to understand the older person's needs, lack of awareness of services to help meet needs, or lack of capacity to care for the older person.
- **Willful deprivation** – willfully denying assistance to an older person who requires medication, medical care, shelter, food, therapeutic device, or other physical assistance, thereby exposing that person to the risk of harm.
- **Financial exploitation** – the misuse or withholding of an older person's resources to the disadvantage of the elderly person and/or the profit or advantage of another person.

Incident Reporting for Supportive Living Facilities Reminder!

Please remember that Critical incidents involving a resident must be reported to Cigna-HealthSpring SpecialCare of Illinois Waiver Department immediately. Examples of incidents include, but are not limited to the following:

- Abuse or suspected abuse of any nature by anyone, including another resident, staff, volunteer, family, friend, etc.
- Allegations of theft when a resident chooses to involve local law enforcement.
- Elopement of residents/missing residents.
- Any crime that occurs on facility property.
- Fire alarm activation for any reason that results in on-site response by local fire department personnel. This does NOT include fire department response that is a result of resident cooking mishaps that only cause minimal smoke limited to a resident's apartment and that do not result in any injuries or damage to the apartment. Examples of what do not need to be reported include, but are not limited to: burnt toast or burnt popcorn.
- Physical injury suffered by residents during a mechanical failure or force of nature.
- Loss of electrical power in excess of an hour.
- Evacuation of residents for any reason.

Please call Cigna-HealthSpring SpecialCare of Illinois, Waiver Department at 866-487-3002 Ext 7, or email Care.CoordinationIL@HealthSpring.com

You can also find this in the Provider Manual on our website: <http://specialcareil.com/ICproviderres>

Medical Home Model

The PCP is the cornerstone of Cigna-HealthSpring's service delivery model. The PCP serves as the "patient-centered medical home" for the member.

The "patient-centered medical home" helps:

- Establish a member-provider relationship
- Support continuity of care
- Eliminate redundant services
- Improve outcomes in a more cost effective way

To learn more about the Cigna-HealthSpring's PCP Medical Home Model, see the provider manual at:

<http://specialcareil.com/ICproviderres>

A number of nationwide PCMH recognition and accreditation programs exist. Cigna-HealthSpring encourages its network providers in obtaining Patient Centered Medical Home Recognition.

NCQA Patient-Centered Medical Home (PCMH) Recognition is the most widely-used way to transform primary care practices into medical homes.

For more information on becoming an NCQA Patient Centered Medical Home and best practice models, visit the following web sites:

<http://www.ncqa.org/programs/recognition/practices/patient-centered-medical-home-pcmh>