# Handling Care Consideration Calls

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**Description:** ActiveHealth is a company that administers a patient-health tracking program to aggregate and analyze patient data. Provides answers for questions for the ActiveHealth Management Care Considerations (CCs) program and outlines when to transfer the caller to the ActiveHealth Management dedicated team.

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| High Level Process |
| 1. [**Determine**](#DetermineifthecallrelatedtoPRGMQuestions) **if the call is related to Program Questions, Complaints or Clinical/Care Consideration in Nature**   **Warm Transfer Escalated Callers**   * Program Questions, answer with [Frequently Asked Questions and Answers](#_Frequently_Asked_Questions) * Program Related, Complaints and Clinical/Care Consideration **cold** transfer to ActiveHealth Dedicated Team  1. [**Determine**](#DetermineifthemmeberSATISFIED) **if the member is satisfied with your response.** |

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| Process |

Follow the steps below to handle Care Consideration calls:

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| **1** | Determine if the call is related to Program Questions, Complaints or Clinical/Care Consideration in Nature.  Listen for key words such as, ActiveHealth (AH) Management or Care Consideration (CC).  **Note:** The caller may indicate they have received a letter regarding gaps in the patient care. ActiveHealth (AH) Management Care Consideration (CC).   |  |  | | --- | --- | | **If call is about…** | **Then…** | | Program Questions | Educate the member using approved [FAQs](#_Adding_a_Plan) and continue to the next step. | | Program Complaints or Comments | Notify the caller that you are going to transfer them to colleagues that will be able to further assist them.  **Notes:**   * **Hours of Operation:** Monday through Friday 8am – 8pm (CST). Instruct the caller to leave a voicemail if after hours.   Icon - Important Information Warm Transfer an escalated caller.   * Advise the caller that they will need to choose the appropriate prompt and that the colleague to whom they are being transferred will ask some questions like what you have asked to protect their privacy. * Cold Transfer the caller using your phone to the ActiveHealth Management Care dedicated team at **1-888-588-8756**. | | Clinical / Care Consideration | Notify the caller that you are going to transfer them to colleagues that will be able to further assist them.  **Notes:**  **Hours of Operation:**  Monday through Friday 8am – 8pm CT. Instruct the caller to leave a voicemail if after hours.  Icon - Important Information Warm Transfer an escalated caller.   * Advise the caller that they will need to choose the appropriate prompt and that the colleague to whom they are being transferred will ask some questions like what you have asked to protect their privacy. * Cold Transfer the caller using your phone to the ActiveHealth Management Care dedicated team at **1-888-588-8756**. |   [Return to High Level Process](#_High_Level_Process) |
| **2** | Determine if the member is satisfied with your response.   * If **yes,** end the call. * If **not,** notify the caller that you are going to transfer them to colleagues that will be able to further assist them.   **Notes:**   * **Hours of Operation:**   Monday through Friday 8am – 8pm (CST). Instruct the caller to leave a voicemail if after hours.  Icon - Important Information Warm Transfer an escalated caller.   * Advise the caller that they will need to choose the appropriate prompt and that the colleague to whom they are being transferred will ask some questions like what you have asked to protect their privacy. * Cold Transfer the caller using your phone to the ActiveHealth Management Care dedicated team at **1-888-588-8756.**   [Return to High Level Process](#_High_Level_Process) |

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| Frequently Asked Questions and Answers |

Use as needed:

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|  | Member Question – Program Related  |  |  | | --- | --- | | **#** | **Question / Answer** | | **Q1:** | * **Why did my prescriber or this facility get this letter?** * **How did you get this information?** * **What is this program and how does it work?** | | **A1:** | ActiveHealth has a Medical Management System that is based on prescriber-developed, computer-assisted review of available patient data. The patient data is provided by the member’s health plan. Your prescriber received the letter because you are a patient that was identified by the system.  ActiveHealth’s primary purpose is to improve the quality of healthcare or help the healthcare system work more effectively for prescribers and their patients.  ActiveHealth’s information technology solutions are designed to support prescribers by giving them the evidence-based information they need to provide the best care possible.  If you have questions about the clinical content of the Care Considerations, I will transfer you to the ActiveHealth Management department and a clinician will discuss the Care Considerations with you. | | **Q2:** | * **How does your program work?** * **On what do you base your Care Considerations?** | | **A2:** | ActiveHealth is a company that administers a patient-health tracking program to aggregate and analyze patient data. The data consists of patient claims, pharmacy, and laboratory data.  The program applies a set of proprietary evidence-based clinical rules to that data. This allows ActiveHealth to identify patients who may be at risk for certain medical conditions or who may benefit from certain treatments, preventive or follow-up screenings.  ActiveHealth communicates Care Considerations to the patient’s treating prescriber. | | **Q3:** | **How does this program benefit me?** | | **A3:** | ActiveHealth appreciates the value of the prescriber-patient relationship and does not wish to interfere with it. ActiveHealth also understands that prescribers do not always have access to all components of a patient’s clinical profile especially if the patient is seeing multiple prescribers.  The main purpose of the program is to assist with identifying gaps in care and to share information that might help your prescriber care for patients. Specific references to support Care Considerations are also provided. | |
|  | Member Question – Not My Prescriber / Not Treated by the Prescriber  |  |  | | --- | --- | | **#** | **Question / Answer** | | **Q1:** | **I am not a patient of this prescriber.** | | **A1:** | Thank you for taking the time to call us. Please hold while I transfer your call to ActiveHealth for additional assistance. | |
|  | Member Question – HIPAA and Confidentiality  |  |  | | --- | --- | | **#** | **Question / Answer** | | **Q1:** | **Doesn’t this violate HIPAA?** | | | **A1:** | The patient’s health plan has shared the data with the ActiveHealth team under a Business Associate agreement that meets HIPAA requirements.  Both the health plan and ActiveHealth use and disclose patient information to carry out the healthcare operations of the health plan in accordance with the terms of the Business Associate agreement.  Both the health plan and ActiveHealth maintain safeguards to prevent the improper disclosure of patient information. Patient information is handled in full compliance with HIPAA guidelines and member PHI is protected from inappropriate and unauthorized use and disclosure. | | |
|  | Prescriber Questions – Program Related  |  |  | | --- | --- | | **#** | **Question / Answer** | | **Q1:** | * **Why did I (Prescriber) or this facility get this letter?** * **How did you get this information?** * **What is this program and how does it work?** | | **A1:** | ActiveHealth has a Medical Management System that is based on prescriber-developed, computer-assisted review of available patient data. The patient data is provided by the member’s health plan. You received the letter because one of <Dr. name> patients was identified by the system.  ActiveHealth’s primary purpose is to improve the quality of healthcare or help the healthcare system work more effectively for prescribers and their patients. ActiveHealth’s information technology solutions are designed to support prescribers by giving them the evidence-based information they need to provide the best care possible.  If you have questions about the clinical content of the CC, I will transfer you to ActiveHealth and a clinician will discuss the CC with you. | | **Q2:** | **How does your program work? / On what do you base your Care Considerations?** | | **A2:** | ActiveHealth is a company that administers a patient-health tracking program to aggregate and analyze patient data. The data consists of patient claims, pharmacy, and laboratory data.  The program applies a set of proprietary evidence-based clinical rules to that data. This allows ActiveHealth to identify patients who may be at risk for certain medical conditions or who may benefit from certain treatments, preventive or follow-up screenings.  ActiveHealth communicates Care Considerations to the patient’s treating prescriber. | | **Q3:** | **How does this program benefit me and my patient?** | | **A3:** | ActiveHealth appreciates the value of the prescriber-patient relationship and does not wish to interfere with it. ActiveHealth also understands that prescribers do not always have access to all components of a patient’s clinical profile especially if the patient is seeing multiple prescribers.  The main purpose of the program is to assist with identifying gaps in care and to share information that might help you care for your patients. Specific references to support Care Considerations are also provided.  If your patient fits the clinical profile, we described in the Care Consideration and you know of no contraindications, you may use the information as you see fit, according to your independent medical judgment. | | **Q4:** | **If I do not respond to your Care Considerations, does that mean the health plan will not reimburse me? Or is this a utilization review program?** | | **A4:** | No. The Care Consideration program does not involve utilization review, precertification or professional consultation. The information is being presented to assist with patient care.  Your feedback provides information that is not available from claims (**Example:** Drug intolerance or allergy). Your feedback is incorporated into ActiveHealth’s system to increase the accuracy of future messages to you and your patients.  We know your time is valuable, but the extra minute you spend completing the form can be a huge value to the health of your patient. Please fax the completed form to: **1-888-483-7021.** | |
|  | Prescriber Questions – Not My Patient / Not Treating the Patient  |  |  | | --- | --- | | **#** | **Question / Answer** | | **Q1:** | **I am not treating this patient.** | | **A1:** | Thank you for taking the time to call us.  Transfer to ActiveHealth for additional assistance.  OR  You may call the phone number present on the Care Consideration Letter. | |
|  | Prescriber Questions – HIPAA and Confidentiality  |  |  | | --- | --- | | **#** | **Question / Answer** | | **Q1:** | **Doesn’t this violate HIPAA?** | | **A1:** | The patient’s health plan has shared the data with ActiveHealth under a Business Associate agreement that meets HIPAA requirements.  Both the health plan and ActiveHealth use and disclose patient information to carry out the healthcare operations of the health plan in accordance with the terms of the Business Associate agreement.  Both the health plan and ActiveHealth maintain safeguards to prevent the improper disclosure of patient information. Patient information is handled in full compliance with HIPAA guidelines and member PHI is protected from inappropriate and unauthorized use and disclosure. | | **Q2:** | **Does my patient know that you are calling or sending this Care Consideration to me?** | | **A2:** | The health plan offers this program as part of the health benefits package in which your patient is enrolled. The member is not always aware when calls are made or when the Care Considerations are communicated. The treating prescriber can determine if he/she wishes to discuss the Care Consideration with the patient. | |

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| Related Documents |

[Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f)

[Customer Care Abbreviation, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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