



Ladies First Overview

2016



Keeping Vermont
Women Healthy

VERMONT DEPARTMENT
OF HEALTH

About us...

- ▶ In 1990, Congress passed the Breast and Cervical Mortality Prevention Act, which authorized the creation of the National Breast and Cervical Cancer Early Detection Program (NBCCEDP)
- ▶ Today, the Centers for Disease Control (CDC) supports breast and cervical cancer screening programs in all 50 states, the District of Columbia, 12 American Indian and Alaskan Native tribes or tribal organizations and 5 U.S. territories
- ▶ The Well Integrated Screening and Evaluation For Women Across the Nation Program (WISEWOMAN) consists of 21 CDC-funded WISEWOMAN programs in 20 states (2 programs in Alaska) and tribal organizations

About us...

- ▶ Ladies First is the Vermont implementation of the two National Programs (NBCCEDP and WW)
- ▶ We aim to:
 - ▶ Promote Breast and Cervical Cancer Screening
 - ▶ Promote Heart Health Screening
 - ▶ Promote current quality of care standards
 - ▶ Bring screening, prevention, and treatment to medically underserved women
 - ▶ Women who have limited income, are uninsured or underinsured, or belong to a racial or ethnic minority group

Ladies First services

- ▶ Breast Cancer Screening
 - ▶ Follow up testing and diagnostics
- ▶ Cervical Cancer Screening
 - ▶ Follow up testing and diagnostics
- ▶ Clinical Navigation
 - ▶ Transition to BCCTP (Breast and Cervical Treatment Program) if diagnosed
- ▶ Cardiovascular Disease risk factor screening
 - ▶ Risk Reduction counseling and Lifestyle Programs

Ladies First Eligibility

- ▶ Membership is based on:
 - ▶ Residence: must live in Vermont
 - ▶ Age: must be over 21 years old*
 - ▶ Income: 250% of the federal poverty level, based on number in household (see 2016 guidelines)
 - ▶ Insurance status: can be uninsured or have private health insurance (including through Vermont Health Connect). Some women with Medicaid may qualify†
 - ▶ Must be a U.S. citizen or a qualified alien
 - ▶ Ladies First cannot cover women who have Medicare Part B

*Ladies First may cover younger high risk women in special circumstances. Please contact Ladies First in the circumstance.

†Women who have Medicaid and otherwise qualify are eligible for Lifestyle Programs

Income Guidelines- 2016

Number of people in Household *	Yearly Income	Monthly
1	\$29,700	\$2,475
2	\$40,050	\$3,338
3	\$50,400	\$4,200
4	\$60,750	\$5,063
5	\$71,100	\$5,925

Health Care Providers and Staff are essential partners to us

- ▶ You make the program work by:
 - ▶ Identifying potential Ladies First members
 - ▶ Helping them understand how Ladies First can benefit them
 - ▶ Helping them apply for Ladies First
 - ▶ Identifying existing Ladies First members
 - ▶ Helping them take advantage of services offered
 - ▶ Providing us with results after screenings
 - ▶ Informing us of abnormal results quickly

Most women hear about Ladies First through their primary care provider!

Enrollment Process

- ▶ Woman receives application:
 - ▶ Calls 800-508-2222 and has the application mailed to her
 - ▶ Downloads from our website
 - ▶ Obtains from provider's office
- ▶ Woman completes application and return it to us
 - ▶ Mail or fax
- ▶ Application is processed and she receives a Welcome Packet (includes Membership Card with Unique ID)
- ▶ Membership is 90 days retroactive from the signature date on application

Welcome Packet



Membership Card



Screening Process

- ▶ Member makes appointment with PCP
- ▶ PCP fills out Provider Report Form
 - ▶ Mail or fax it back to us (802-657-4208)
- ▶ PCP bills for Ladies First covered services
- ▶ PCP schedules follow-up as necessary

Provider Report

Provider Report



Fax within ten days of results to 802-657-4208. Or mail to:
Ladies First, Vermont Department of Health, PO Box 70, Drawer 38, Burlington, VT 05402

Patient name (first, last): _____ Date of birth (mm/dd/yyyy): ____/____/____

Date of service (mm/dd/yy): ____/____/____ Practice name: _____

Provider name: _____ Provider phone number: (____) _____ - _____

Purpose of visit:
 New patient screening Established patient screening New problem Recall Short term F/U ____ mos. Other

HEART HEALTH SCREENING

A. Clinical Measurements

Height: ____ in. Weight: ____ lbs. BMI: ____

Waist: ____ in. Hip: ____ in.

Patient refused Unable to obtain

Blood pressure

Two blood pressure readings are required.
A single measurement does not provide an accurate assessment of a patient's blood pressure. For more reliable results, at least two readings should be taken a few minutes apart.

First reading: ____/____ mm/Hg

Second reading: ____/____ mm/Hg

Patient refused Unable to obtain

≥180/≥110: Immediate treatment required.

Blood pressure mm/Hg diagnosis:

Prehypertension	SBP 120-139 or DBP 80-89
Stage 1	SBP ≥140-159 or DBP ≥90-99
Stage 2	SBP ≥160 or DBP >100

Is medication adherence for hypertension a priority area for this patient? Yes No N/A

Glucose & cholesterol

Was patient fasting for 9 hours? Yes No
If not fasting, Hgb A1C should be tested instead of blood glucose.

Blood work

Blood drawn on site Patient refused Unable to obtain

Patient sent to Lab. Location: _____

Results

Glucose: ____ mg/dl or A1C: ____

Patient refused Unable to obtain

≤50 mg/dl or ≥250 mg/dl: Immediate treatment required.

Glucose mg/dL (Fasting)	A1C %
Prediabetes 100-125	Prediabetes 5.7-6.4
Diabetes ≥126	Diabetes ≥6.5

Lipid profile

Total cholesterol: ____ mg/dl HDL: ____ mg/dl

LDL: ____ mg/dl Triglycerides: ____ mg/dl

Patient refused Unable to obtain

B. Risk Reduction Counseling Guidance

- Reviewing participant's screening and health risk assessment results.
- Assuring that participant understands her CVD risk as compared to other women her age.
- Identifying goals and strategies to support goals (e.g., Ladies First lifestyle programs, health coaching and other healthy behavior support options).
- Arranging follow-up for women with uncontrolled hypertension.

Risk reduction complete? Yes No

Were screening results provided to member both verbally and in writing? Yes No

Check all topics addressed:

- Nutrition/diet
- Physical inactivity
- Overweight/obesity
- Elevated blood pressure
- Tobacco cessation

A Ladies First Office Visit includes:

- ✓ Clinical breast exam
- ✓ Breast self-exam instruction
- ✓ Screening mammogram
- ✓ Pelvic exam
- ✓ Pap test
- ✓ Blood pressure (2X)
- ✓ Total cholesterol
- ✓ Body Mass Index (BMI)
- ✓ Blood sugar test
- ✓ Risk reduction counseling
- ✓ Referral to Lifestyle Programs and community resources

Ladies First Pays For:

Type of Service and Eligibility

Breast Screening (As clinically necessary)

Screenings & more...

- Risk assessment
- Clinical breast exam
- Breast self-exam instruction
- Screening Mammogram
- MRI for high risk patients

Diagnostics Tests & more...

- Diagnostic Mammogram
- Ultrasound
- Mammary ductogram
- Consultation
- Second opinion
- Breast biopsy

Referral for Treatment

Ladies First members referred for full Medicaid coverage during treatment.

Cervical Screening

21-64
OR
30-64

- Risk assessment
- Pelvic exam
- Pap smear **every 3 years**
- Pelvic exam
- Pap smear & HPV **every 5 years**

- Colposcopy
- Endocervical Curretage
- Endoscopy
- Leep if diagnostic

Ladies First Members referred for full Medicaid coverage during treatment.

Cardiovascular Disease Screening 30+

- Risk Assessment
- Annual office visit
- Blood pressure
- Total cholesterol
- Lipid profile
- Blood glucose
- HgA1c
- Risk Reduction Counseling
- Tobacco Cessation

- Office visits as needed
- Approved follow-up tests

**CVD treatment services are not covered*

Refer women to the Ladies First Lifestyle program*: (802) 652-4139
Smoking cessation:
802Quits.org or call 1-800-QUIT-NOW (784-8669)

The Ladies First Lifestyle program provides goal-setting and educational materials for nutrition, physical activity and tobacco cessation offered by phone, mail, or email.

Other

- Transportation
- Interpreter Services

Pre-operative tests needed for Ladies First-related surgery.

After the office visit...

- ▶ Ladies First and Member receive test results
 - ▶ If follow-up is needed, Ladies First can help identify resources
 - ▶ The provider's office should notify Ladies First if treatment is needed
- ▶ Member receives personalized self-help materials
 - ▶ Referral to 802 Quits for smoking cessation
 - ▶ Lifestyle Programs
 - ▶ Member re-enrolls annually and gets screened again as recommended
 - ▶ We send annual renewal paperwork

Lifestyle Programs

- ▶ Available to members over the age of 30
- ▶ Must be up-to-date with their mammograms and Pap smears (if applicable)
- ▶ Must have a complete and up-to-date Heart Health Screening:
 - ▶ Height
 - ▶ Weight
 - ▶ Blood Pressure
 - ▶ Blood Glucose
 - ▶ Cholesterol
- ▶ Includes: Curves and Curves Complete, Weight Watchers, TOPS, and the YMCA Diabetes Prevention Program
- ▶ Local Fitness options also available!

Billing Overview

- ▶ If member has insurance, bill the insurance first
- ▶ If member needs follow-up tests after a mammogram or Pap test and **has not met her insurance deductible**, Ladies First will pay for these tests*
 - ▶ The amount will be applied towards her deductible
- ▶ If member needs follow-up tests and **has met her deductible**, but her insurance only pays for part of the bill, Ladies First can usually pay the balance

* Insurance companies currently do not view follow up tests (even a mammogram call-back) as preventive screening, which is why they don't pay if the deductible hasn't been met

Special Billing Codes

- ▶ 99499: \$100 for completing and returning the Provider Report Form
- ▶ Quality Category II Codes: \$40 each

Please refer to 2016 Fee Schedule for more information

Most Common Challenges

- ▶ Identifying patients as LF members at check-in
- ▶ Identifying *potentially eligible* women at check-in
- ▶ Checking Eligibility Verification System before billing
- ▶ Ordering services beyond scope of the LF program
- ▶ Ensuring that procedures are performed in accordance with evidence based clinical pathways
- ▶ Ladies First receiving complete data in timely manner
- ▶ Women who do not seek regular preventive care; we see them once a problem has already developed
- ▶ Members receiving bills- deters them from getting screened in the future

Important forms and resources

- ▶ Ladies First Provider Website:
<http://ladiesfirstproviders.vermont.gov/>
 - ▶ “Fast Forms”: Provider Report, Fee Schedule, Member Application, Income guidelines
- ▶ Ladies First Program Website: <http://ladiesfirstvt.org>
- ▶ Provider Newsletters
- ▶ Member Newsletters

Important Contacts

- ▶ Member Services Line: 800-508-2222
- ▶ Eligibility and enrollment, outreach, and billing questions:
Emmy Kasper 802-863-7498
- ▶ Clinical navigation, and provider relations:
Kerri Frenya 800-510-2282
- ▶ Lifestyle Program coordination:
Siobhan Donegan 802-652-4139
- ▶ Program Manager: Nancy Kaplan 802-951-0007
- ▶ Women's Health Director: Sue Kamp 802-951-4006
- ▶ Director of Health Systems: Nicole Lukas 802-651-1612
- ▶ **Ladies First FAX: 802-657-4208**