

# PROVIDER *Notes*

## TAKE THESE STEPS TO REQUEST

## After-Hours/Emergency Part D Prescriptions

If you require a coverage determination for a patient's medication outside of normal business hours or during an emergency, simply follow these steps.

### HOURS OF OPERATION

The Windsor Medicare Extra pharmacy department is available at **1-866-715-7519**. Normal business hours are 7 a.m.-6 p.m., Central Time, seven days a week.

### DURING AN EMERGENCY

Contact the Part D provider line at **1-866-715-7519** or **615-782-7961**. If the Windsor Medicare Extra pharmacy staff determine that without the medication your patient's health may be in jeopardy, they will execute a one-time emergency fill. Then they will process the request as quickly as possible while the coverage determination is under review.

### AFTER HOURS

The after-hours process for requesting standard or expedited coverage determinations begins with faxing the request to **615-782-7869**.

Windsor Medicare Extra pharmacy staff is alerted electronically that a fax has been received. Additionally, you may call the emergency after-hours cell phone at **615-557-2453**, and issue verbal expedited or standard coverage determination requests. The after-hours contact information is also posted online at [www.WindsorExtra.com](http://www.WindsorExtra.com). All expedited and standard requests outside business hours will be accepted.



**REQUEST FOR MEDICARE PRESCRIPTION DRUG COVERAGE DETERMINATION**

This form cannot be used to request barbiturates, benzodiazepines, fertility drugs, drugs for weight loss or weight gain, drugs for hair growth, non-FDA-approved drugs, or prescription vitamins (except prenatal vitamins and fertility preparations).

**Enrollee/Requestor's Information:**

Enrollee's Name \_\_\_\_\_ Enrollee's Date of Birth \_\_\_\_\_  
Enrollee's Medicare Number \_\_\_\_\_ Enrollee's Part D Plan ID Number \_\_\_\_\_  
Requestor's Name (if not enrollee) \_\_\_\_\_  
Requestor's relationship to Enrollee (attach documentation that shows authority to represent enrollee, if other than prescribing physician) \_\_\_\_\_  
Enrollee/Requestor's Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Phone \_\_\_\_\_  
Name of prescription drug you are requesting (if known, include strength, quantity and quantity requested per month) \_\_\_\_\_  
**Prescribing Physician's Information:**  
Name \_\_\_\_\_ Medical Specialty \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Work Phone \_\_\_\_\_ Fax \_\_\_\_\_ Office Contact Person \_\_\_\_\_

Windsor Medicare Extra  
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Information on this form is protected health information and subject to all privacy and security regulations under HIPAA.

## From the Desk of the **President**

Thanks to your hard work and dedication to our members and your patients, Windsor Health Plan is one of America's fastest-growing Medicare plans. As I mentioned in the last issue of Provider Notes, we continue to update systems and improve processes so your Windsor experience is positive and efficient.

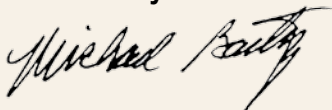
Exciting news from Windsor Health Plan:

- We welcome Angela Bickford as our new vice president of health services. Angela will oversee the daily operations of Windsor's Health Services Department, including inpatient review, case management, prior authorization, and health-services quality.
- In October, we opened a new office in Nashville. This 30,000 square-foot space allows for significant operations expansion. The new building houses our Provider Help Desk and Provider Contracting department. Contact this office at: **1-866-270-5223** or **615-782-7851**.
- In January, our Pharmacy Benefits Manager (PBM) will change to Rx America, an industry leader with significant expertise in Medicare Part D and other managed care programs. I am confident our transition to Rx America will be seamless and in the best interest of our members and providers.
- We will introduce three improved drug formularies in 2009. These formularies are specifically designed to meet the healthcare needs of our members. The 2009 formularies are:
  - **Elite Formulary**—designed for members in our traditional MAPD and dual-eligible plans
  - **Select Formulary**—designed for our members living with chronic conditions like COPD, CHF, diabetes, and mental health conditions
  - **Classic Formulary**—designed for members in our traditional prescription drug program

Each of these changes reflects our commitment to making your encounters with Windsor products a positive one. We realize that with growth comes change, which in turn can cause challenges along the way. However, recognizing those issues and working to correct them is what we continue to do.

Please share your feedback and concerns about how we can continue to better these processes. You are a valuable resource for our ongoing improvements. Contact us at **615-782-7851** or toll-free at **1-866-270-5223**.

**Michael Bailey**



President & CEO

## NEW MEMBER ID CARDS

### Make Verification of Benefits, Eligibility Easier

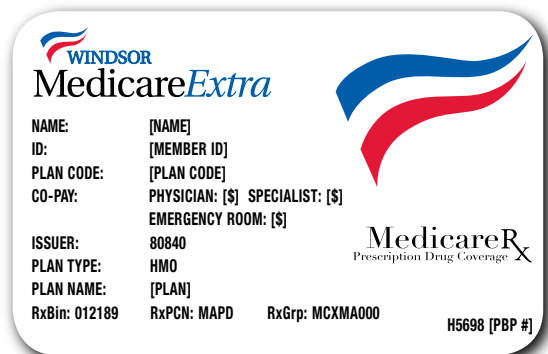
**W**indsor Medicare Extra member identification cards have a new design for 2009, which will make it easier for you to verify our members' benefits and eligibility.

The photocopier-friendly design clearly displays plan names, member information, and copays on the front of the card, allowing for easier access.

The back of the card shows important Windsor telephone numbers, including those for the Provider Help Desk, prior authorizations, vision and dental benefits, and technical support. You also can locate our medical claims address there.

Verify our members' benefits quickly and easily when you:

- Visit [www.WindsorExtra.com](http://www.WindsorExtra.com)
- Call the Provider Help Desk at **1-866-270-5223**



**WINDSOR**  
**MedicareExtra**

NAME: [NAME]  
ID: [MEMBER ID]  
PLAN CODE: [PLAN CODE]  
CO-PAY: PHYSICIAN: [\$] SPECIALIST: [\$]  
EMERGENCY ROOM: [\$]

ISSUER: 80840  
PLAN TYPE: HMO  
PLAN NAME: [PLAN]

RxBin: 012189 RxPCN: MAPD RxGrp: MCXMA000 H5698 [PBP #]

**MedicareRx**  
Prescription Drug Coverage

**MEMBERS:** Please carry this card with you at all times and present this card when you receive care. **DO NOT PRESENT YOUR MEDICARE CARD.** In case of emergency go to the nearest emergency room for medical care. **Prior Authorizations required for some services.**

**SUBMIT MEDICAL CLAIMS TO:**

Windsor Medicare Extra, P.O. Box 269025, Plano, TX 75026-9025  
Electronic Payor ID 62153

**IMPORTANT NUMBERS:**

- Member Services: 1-800-316-CARE (2273) TTY/TTD Line: 1-800-848-0298
- MD Medical Prior Authorization / Provider Help Desk: 1-866-270-5223
- MD Pharmacy Prior Authorization: 1-866-715-7519 FAX: (615)782-7869
- Pharmacist Technical Help: 1-866-930-7596
- Mental Health: 1-866-270-5223
- Vision: 1-866-339-3633
- Dental: 1-800-341-8478

**WINDSOR**  
**MedicareExtra**

2009 Windsor Medicare Extra Member Identification Card

# American Heart Association Urges Depression Screening for Heart Patients

**A** new statement from the American Heart Association (AHA) emphasizes the need to screen heart patients for depression.

Depressed people with heart disease have at least twice the risk for second cardiac events in the one to two years following a heart attack. And more severe depression is associated with more severe second events.

The new statement, published in a recent issue of *Circulation*, includes the following recommendations, which are endorsed by the American Psychiatric Association:

- Early and repeated screening for depression in heart patients
- Screening for other psychiatric disorders, such as anxiety, in heart patients who have depressive symptoms

- Professional evaluation in heart patients who have depressive symptoms
- Follow-up for heart disease and depressive symptoms in patients who have both
- Treatment options such as cognitive behavioral therapy, physical activity, cardiac rehabilitation, and antidepressants
- Screening of heart patients for depression in multiple settings, including the hospital, physician's office, clinic, and cardiac rehabilitation center
- Coordination of care among health providers

The AHA statement is critical since depression is a common problem in heart patients. Depressed heart patients are less likely to take their medicines as



directed, improve their diets, exercise, and attend cardiac rehabilitation sessions.

“There is no direct evidence yet that treating depression improves coronary heart disease outcomes, but plenty of evidence shows that having depression worsens those outcomes,” Judith H. Lichtman, co-chair of the statement and an associate professor of epidemiology at Yale University School of Medicine, said in an AHA news release. “By realizing the prevalence of depression and learning more about the subgroups of heart patients at particular risk for depression, we can begin to understand the best ways to recognize and treat it.”

## FEATURED SPECIAL NEEDS PLAN CONGESTIVE HEART FAILURE

Windsor Medicare Extra understands the special attention needed when treating a chronic disease and offers a Special Needs Plan for members who suffer from congestive heart failure (CHF).

Benefits designed specially for the Windsor Medicare Extra CHF Special Needs Plan include:

- Cardiologist and pulmonologist office visits with no copayment
- A personal nurse
- Annual immunizations (flu shot, pneumonia vaccine, hepatitis vaccine)
- Diagnostic testing
- Access to community services through our Navigator Program
- Health and wellness education
- Exclusive CHF Formulary of prescription drugs

We can help you determine if the CHF Special Needs Plan is right for your patient. Simply call toll free **1-800-811-8482 (TTY: 1-800-848-0298)** from 7 a.m.–8 p.m., Central Time, seven days a week, or visit us online at [www.WindsorExtra.com](http://www.WindsorExtra.com).

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Windsor Management Services  
7100 Commerce Way, Suite 285  
Brentwood, TN 37027

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## CONTACT US

Provider Services: **1-866-270-5223**

Integrity Hotline: **1-866-379-2438**

Member Services: **1-800-316-CARE (2273)**

### WINDSOR MEDICARE EXTRA PROVIDER REPRESENTATIVES

Jenifer Mariencheck, Vice President  
Network Services

- **Alabama**  
Michael Miller: **205-329-1636**
- **Central Arkansas**  
Fred Chism: **501-221-5214**  
Chepeka McKinney: **501-221-5211**
- **Northeast Arkansas**  
Andrea Davis: **870-631-0068**
- **Northwest Arkansas**  
Myriame Davis: **479-973-2013**  
Carrie Teeter: **479-287-9160**
- **Central Mississippi**  
Teresa Morris: **601-383-6259**  
Tonja Gilson: **601-321-5612**
- **East Tennessee**  
Kindra Akers: **865-617-1801**
- **Middle Tennessee**  
Samaki Robinson: **615-782-3261**  
Robin Bigham: **615-308-8666**  
Michele Jackson: **615-772-6941**  
Alice Miller: **615-587-2943**
- **North Mississippi/West Tennessee**  
Toni Johnson: **901-356-1679**  
Tabitha Liddell: **901-573-4203**  
Tarsha Riley: **901-725-8836**  
Margaret Snyder: **731-267-7447**  
Stephanie Tate: **901-725-8810**
- **South Carolina**  
Tonya Ruff: **864-316-5124**

### FEATURED PROVIDER

## Arkansas Heart Hospital Provides Patient-Focused Care

Arkansas Heart Hospital was the first heart hospital in Arkansas and only the second in the nation when it opened in 1997. Arkansas Heart Hospital caps a decade of leadership in heart treatment technologies with recognition as a leading provider of quality heart care. The hospital is a nationally recognized, award-winning hospital dedicated to the prevention, diagnosis, and treatment of cardiovascular disease.

“Our number one goal is to provide patient-focused care, regardless of what our actual job function may be,” says Vickie Wingfield, Community Relations Director for Arkansas Heart Hospital. She explained that it doesn’t matter if employees are providing clinical care or entering orders into the computer, they consistently have patients’ best interests in mind. “We want to assure patients that while they’re here, they will be comfortable and will receive the greatest care we can give.”



Arkansas Heart Hospital, located in Little Rock, is a result of intensive efforts by area heart specialists to assemble the finest facilities, advanced equipment, and highly skilled healthcare professionals at one location. From its inception, physicians have helped plan the specialized care facility.

Today, Arkansas Heart Hospital employs more than 150 physicians, has admitted more than 105,000 patients, and facilitated 9,800 open-heart surgeries at its location, with an average stay of 3.4 days. Congratulations to Arkansas Heart Hospital, our winter Featured Provider.