

# WELL INFORMED



## DETECTING DEPRESSION IN YOUR PATIENTS

At CHRISTUS Health Plan, prevention and treatment of disease is important to the overall well-being of our members. With the rising prevalence of depression in the U.S., CHRISTUS Health Plan strongly encourages the utilization of the PHQ-9 to detect and screen for depression in our members. Utilizing the PHQ-9 as a tool to screen for depression will enhance our ability to monitor and treat the disease in our population.

The Patient Health Questionnaire-9 (PHQ-9) is a self-reported instrument that consists of a 9-item scale that is based on the Diagnostic and Statistical Manual of Mental Disorders-V (DSM-V) criteria for depression screening. It is a quick and easy tool that can be used in a primary care setting and has a high reliability and validity rate. It is important to note that the results of this screening are not to establish a final diagnosis, but rather, to detect the presence of depression. Further tests should be done to ensure a proper diagnosis.

### PHQ-9 Online Tool

[www.phqscreeners.com/select-screener/36](http://www.phqscreeners.com/select-screener/36)

### Important Codes for Depression Care Measures

G9511, G9509, G9573, G9574, G9393, G9396

### Contact Us for More Information

Phone: 1-844-282-3100

Email: [chp.networkdevelopment@christushealth.org](mailto:chp.networkdevelopment@christushealth.org)

Fax: 469-282-3012

PC303

## PROVIDER PORTAL ACCESS

iTransact is CHRISTUS Health Plan's online provider portal. Once you are set up with your secure login and access code, you and your staff will have access to the following:

- Member eligibility
- View claims with enhanced detail information
- Online prior authorization requests
- Member panels
- Print explanation of payments
- View authorization status



For login access, please contact a representative in your area:

### Houston and Surrounding Areas

(TX) Jackie Bruning

713.598.6179

[jrbrunin@christushealth.org](mailto:jrbrunin@christushealth.org)

### Beaumont & Surrounding Areas

(TX) and Sulphur & Lake Charles

(LA) Shanna Davis

409.791.0605

[Shanna.davis@christushealth.org](mailto:Shanna.davis@christushealth.org)

### Alexandria/Leesville (LA)

Sean Bordelon

318.623.4969

[Sean.bordelon@christushealth.org](mailto:Sean.bordelon@christushealth.org)

DEAR FRIENDS,

At CHRISTUS Health US Family Health Plan, we are grateful to our network providers for the quality care you provide each of our members, and we appreciate the time you spend helping them to improve their health and well-being!

As we head into the warm summer months, we'd like to pass along some important health information to help your patients make the most of this activity-filled time of year. A few of the topics you'll find covered in this issue are information on detecting signs of depression in your patients, an introduction to the integrity line to ensure quality service for your patients, and a list of the upcoming health awareness months to help inspire for vibrant and healthy lives.

We are always here for you! If you ever have questions, please call a Provider Relations Representative at **1-844-282-3100**, call Member Services at **1-800-67-USFHP**, or visit [www.christushealthplan.org/providers](http://www.christushealthplan.org/providers).

We thank you again for the wonderful care and support you provide our members.

**David Engleking, MD**  
Medical Director  
CHRISTUS Health US Family Health Plan



## MAXOR MAIL ORDER PHARMACY REBRANDING AS MXP PHARMACY

During the past 18 months, Maxor has made a tremendous investment in improving patient care and safety by building out a new state-of-the-art mail facility. This new pharmacy contains a multitude of technologies to minimize medication errors and speed up the fulfillment process.

As part of this exciting new chapter, we have rebranded our mail order services as “MXP Pharmacy.” We are still under the same ownership and management team, providing the same unparalleled level of care since 1926.

Despite the physical address change in our facility, Maxor’s mailing address, pharmacy phone number and website have not changed, so from the patient’s standpoint, the change should be seamless. US Family Health Plan members will convert to the new pharmacy on approximately June 25, 2018.

For your patients wishing to use Maxor Mail Order pharmacy, please be sure to select “MXP Pharmacy” when transmitting an electronic prescription.

## PROTECT AGAINST SHINGLES – SHINGRIX VACCINE



On October 25, 2017, the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC) voted to recommend the use of SHINGRIX in older adults to help protect against shingles.

SHINGRIX is indicated for the prevention of shingles in adults aged 50 years and older and delivers >90% efficacy against shingles in these patients. Patients may experience adverse reactions, most commonly pain, redness, swelling at the injection site, myalgia, fatigue, headache, shivering, fever and gastrointestinal symptoms.

In order for patients to get results similar to those from the studies (>90%), they must receive 2 doses of SHINGRIX, the second dose occurring anytime between 2

and 6 months after their first dose.

### CDC recommends SHINGRIX for immunocompetent adults 50 years and older:

- \* Whether or not they report a prior episode of herpes zoster
- \* Whether or not they report a prior dose of Zostavax
- \* Who have chronic medical conditions (e.g., chronic renal failure, diabetes mellitus, rheumatoid arthritis, chronic pulmonary disease), unless a contraindication or precaution exists. Similar to Zostavax, SHINGRIX may be used for adults who are:
  - Taking low-dose immunosuppressive therapy
  - Anticipating immunosuppression
  - Have recovered from an immunocompromising illness

For more information, consult the [CDC.gov](http://CDC.gov) website or [gsksource.com](http://gsksource.com).

- \* Who are getting other adult vaccines in the same doctor's visit, including those routinely recommended for adults, aged 50 years and older, such as influenza and pneumococcal vaccines. The safety and efficacy of concomitant administration of two adjuvanted vaccines, such as SHINGRIX and the flu vaccine have not been evaluated.
- \* It is not necessary to screen, either verbally or by laboratory serology, for evidence of prior varicella infection.

Maxor Pharmacies are now offering the SHINGRIX vaccine at no charge to USFHP members.



**The new pharmacy is listed as:**

**MXP Pharmacy**

**416 S. Tyler, Amarillo, TX 79101**

**NABP: 5923190**

**NPI : 1285142885**

If you inadvertently send a prescription to the old pharmacy after June 25th, the prescription will still automatically be redirected to the new MXP Pharmacy.



**Men's Health Month**



**UV Safety Month**



**National Immunization  
Awareness Month**







FIRST CLASS  
US POSTAGE  
PAID  
PERMIT 6214  
HOUSTON, TX

Sales Department  
919 Hidden Ridge  
Irving, TX 75038

NAME  
COMPANY  
STREET ADDRESS  
CITY, STATE ZIP



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## INTRODUCING CHRISTUS HEALTH

### PLAN'S INTEGRITY LINE

Our providers are held to a high standard of morality and integrity and must work hard to service members with proper, necessary and quality health care. To uphold these values, we have established the Integrity Line.

CHRISTUS Health Plan's Integrity Line gives all members, employees and any entity affiliated with CHRISTUS Health Plan the ability to report via telephone, and in good faith, any suspected instances, concerns or questions of suspected provider fraud, waste and abuse.

The Integrity Line allows callers to leave anonymous or identifiable reports of problems or concerns. To best serve you, anonymous reports should be as detailed and accurate as possible. Identifiable reports should include valid and current contact information in case additional information is requested.



**CHRISTUS Health Plan Integrity Line: 1-888-728-8383**

**Issues may be reported 24 hours a day, 7 days a week.**

**You may also contact CHRISTUS Health Plan's SIU Department at 1-469-282-3027**

**"Integrity" simply refers to the quality of being honest or exhibiting moral principles.** These qualities must transfer to the care rendered by providers and other medical staff at all times.

CHRISTUS Health Plan understands the severity of fraud, waste and abuse and is dedicated to preventing any practices that contradict our founding values, which in turn can minimize medical costs and unnecessary medical practices to members. These are important and vital factors not only to members, employees and other CHRISTUS Health Plan entities, but also to the overall success of CHRISTUS Health Plan as a leading health care organization.

**PLEASE VIEW OUR UPDATED PRIOR AUTHORIZATION LISTING**

by going to [www.CHRISTUSHealthPlan.org](http://www.CHRISTUSHealthPlan.org) and selecting the corresponding plan