



The Health Plan *for* Federal Employees

**Medical Error Reduction  
and  
Patient Safety Initiatives**



## Medical Case Management



- High Risk Maternity Program
- Precertification

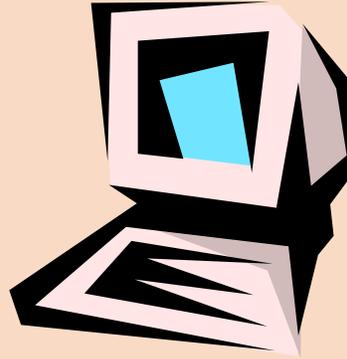
## Publications

- *Keynotes*
  - biennial newsletter
  - includes health and wellness articles
  - web site references



## www.geha.com

- *Living Healthy page*
  - *dedicated link to health, wellness and patient safety resources in the internet.*
  - *www.nci.nih.gov*
  - *www.4women.org*
  - *www.healthfinder.gov*



## Claims Processing

- **Clinical Logic Edit**
  - aids claims adjustor with appropriateness of coding, etc.
- **Fraud Detection**
  - address member complaints, altered bills
- **Debarred Provider Report**
  - monthly system updates



## Customer Service



- Member Advocate
  - member assistance
- Gatekeeper
  - training program to assist knowledge and sensitivity to special needs of older patients
- Member meetings
  - visit with large groups of members

## Pharmacy Program

- Drug Utilization Reviews
  - Concurrent DUR edits
  - Retrospective DUR
  - High DUR
- Managed Prior Authorization
- Rx Packaging
- Rx Recalls/Advisories



## Pharmacy Program

- Internet
- Prescription Drug Brochure
- 24 Hour Pharmacist Access
- Patient Programs
  - Hepatitis C Program
  - Asthma Program
  - Multiple Sclerosis
  - Diabetes
  - Partners for Healthy Aging



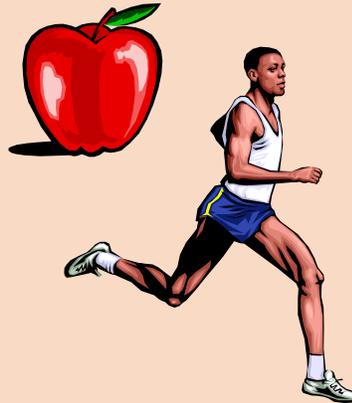
## Providers



- Verify licensure
- DEA certification
- Professional liability insurance
- Education - Board Certification
- National Practitioner Databank

## Promotional Items

- Guidelines on
  - Dealing with Stress
  - Eating Right
  - Lowering Cholesterol
  - First Aid
- Books
  - From Here to Maternity
  - Cooking for the Heart
  - Hundreds of Medical Remedies and Cures



## New Initiatives

- National Council on Patient Information and Education
- Explanation of Benefit Statements - EOB Backers
- Update Patient Safety on [www.geha.com](http://www.geha.com)
- Identify PPO network efforts
- Continue health, wellness and patient safety promotional items.
- Leapfrog Group - [www.leapfroggroup.org](http://www.leapfroggroup.org)