

Network Connection

Information for Presbyterian
Healthcare Professionals,
Providers and Staff

NOVEMBER 2021



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*Presbyterian exists to
improve the health of the
patients, members and
communities we serve.*

Expressing Gratitude and Improving Health

The COVID-19 pandemic has impacted everyone's health and well-being, especially the frontline healthcare workers who continue to provide essential care to patients and members. Most healthcare providers did not enter the field expecting to deal with the risks and stress of a historic pandemic, which has added to high levels of exhaustion and burnout in the medical community.

It is more important than ever to address the mental and physical exhaustion this pandemic has caused and to have gratitude for all the amazing work of frontline healthcare workers. We must also have gratitude for ourselves as we continue to face the challenges of this pandemic. When we learn to foster an attitude of gratitude, we can create a positive feedback loop in ourselves and others. The simple act of thanking someone is an easy way to bring more optimism to our lives.

Gratitude can be a powerful force for enhancing resilience. The word gratitude derives from the Latin word "gratia," meaning grace or thankfulness. Gratitude involves both cognitive and emotional

components, and it can advance health and well-being in many ways, including:

- Enhancing our relationships with others
- Improving our satisfaction with life
- Making us happier
- Helping us resist the effects of stress

Gratitude also tends to enhance positive health behaviors. People who practice gratitude are more likely to take care of themselves, get the exercise they need, adhere to their medications, and get better sleep.

It can be difficult to be mindful and recognize the positive things around us, but it can become a strong habit with practice. The Greater Good Science Center provides excellent online reference materials regarding gratitude. For a list of all the articles on gratitude, please visit: <https://greatergood.berkeley.edu/topic/gratitude>.

Presbyterian would also like to express its gratitude to you. Thank you all for your work and resiliency during this tough time. Together, we will strengthen each other and continue to keep our communities safe and healthy.

An Effective Solution for Reversing Pandemic Weight Gain

One of the many ways the pandemic has affected health is weight gain. A recent survey found that 42% of Americans reported undesired weight gain, averaging 29 pounds. For many people, that's a significant amount and can have health consequences.

Fortunately, Presbyterian Centennial Care members have access to the Path for Wellness Diabetes Prevention Program, which focuses on helping participants lose 5% to 7% of their body weight and is offered at no additional cost to eligible members.

Diabetes Prevention Program Details

The Path for Wellness Diabetes Prevention Program participants receive support from home, by phone or online, from a Centers for Disease Control and Prevention-trained lifestyle coach and from peers in the program.

The 12-month program focuses losing weight in a healthy way and maintaining a healthy lifestyle for the long term. It covers topics such as physical activity, healthy food swaps, and stress management techniques.

Program Eligibility Criteria

Patients with Presbyterian Centennial Care insurance are eligible if they:

- Are at least 18 years old
- Are overweight (body mass index ≥ 25 ; ≥ 23 if Asian)
- Have no previous diagnosis of Type 1 or Type 2 diabetes OR have a blood test result in the prediabetes range within the past year:
 - Hemoglobin A1C: 5.7% to 6.4% or
 - Fasting plasma glucose: 100 to 125mg/dL or
 - Two-hour plasma glucose (after a 75gm glucose load): 140 to 199mg/dL; or
- Have been previously diagnosed with gestational diabetes

The program is NOT for patients with a confirmed diagnosis of Type 1 or Type 2 diabetes.

How to refer patients

- Complete the online referral form at www.goodmeasures.com/physicians or download the form from the Good Measures website and fax it to (617) 507-8576.
- Call the Good Measures referral line at 1-855-249-8587 or email phpdpp@goodmeasures.com.

Patients also have the option to sign up directly at www.phs.org/PreventionProgram.



Save Your Patients Money – Refer Them to a Freestanding Facility

Finding the highest quality healthcare at the lowest price is a top priority for many people, and our research indicates patients and members can save more, without compromising any measure of quality, technology or superior service, when they receive services from lower-cost facilities.

When patients need to select a facility to have outpatient care such as lab tests, radiology services or ambulatory surgery, they are often faced with the

decision to choose between a hospital or a freestanding facility. A freestanding facility is a diagnostic imaging center, ambulatory surgery center (ASC) or an independent laboratory that performs services and submits claims as a freestanding entity and not as a hospital. Hospitals and their affiliated facilities are usually more expensive than freestanding outpatient centers. This is in part because hospitals can charge Medicare and most other commercial insurers a facility fee.

This facility fee is often paid out of pocket by your patient.

When patients ask for your advice about their options for the best care at a lower price, please encourage them to seek diagnostic radiology, laboratory or ASC services in a freestanding facility.

For more information regarding where to refer your patients, visit: www.phs.org/providers/resources/reference-guides/Pages/site-of-service.aspx.

Savings Opportunities			
Service	Average claim costs in a hospital facility	Savings opportunity by choosing a lower-cost location	Potential claim savings by choosing a lower-cost location
Orthopedic (joint) Procedures	\$5,357	40%	\$2,143
Colon Screening	\$1,417	65%	\$921
Diagnostic Imaging	\$1,320	50%	\$660
Lab Work	\$261	65%	\$170



TAKE NOTE

Don't Miss Out on 2021 Annual Provider Trainings

Providers and office staff still have time to attend a variety of trainings before the year ends. See the list of events below to find a training that meets your schedule and office needs.

Provider Education Conference & Webinar Series

All contracted physical health, behavioral health and long-term care providers and staff are invited. Providers are only required to attend one of these trainings each year.

Training Dates	Training Times	Training format and/or location	Registration Link
Wednesday, Dec. 15	9 - 11 a.m.	Webinar	phs.swoogo.com/2021PEC
Thursday, Dec. 16	12 - 2 p.m.	Webinar	

Presbyterian Dual Plus Training

All contracted providers who render services to Presbyterian Dual Plus members are required to complete this training. Office staff cannot complete the training on behalf of the provider.

Training Dates and Times	Training format and/or location	Registration Link
Available 24 hours a day, seven days a week throughout the year.	Online, self-guided training module	www.phscampus.com/eLearning/DSNP_2021/index.html

Indian Health Services and Tribal Conversations

All contracted physical health, behavioral health and long-term care providers and staff are invited.

Training Dates	Training Times	Training format and/or location	Registration Link
Thursday, Dec. 16	2 - 3:30 p.m.	Webinar	phs.swoogo.com/IHS2021

Behavioral Health Critical Incident Reporting

All behavioral health providers are required to participate in annual Critical Incident Reporting training as part of the provider contract. This training is also mandated by the Human Services Department. Registration is not required for this training.

Training Dates	Training Times	Training format and/or location	Training Access Link
Wednesday, Nov. 10	1 - 2:30 p.m.	Webinar	https://magellanhealth.zoom.us/j/2475010370

Provider Network Operations (PNO) can also provide specialized training for your office. To request a training, contact your Provider Network Operations (PNO) relationship executive. Contact information can be found at www.phs.org/ContactGuide.

Dual Plus (HMO D-SNP) Provider Training Is Available Now

The 2022 Dual Plus Provider Training is now available to providers. Any provider who provides care to Presbyterian Dual Plus members is required to complete Presbyterian Dual Plus (HMO D-SNP) training on an annual basis. Please note that office staff cannot complete the training on behalf of a provider.

The self-guided, online training module is available at phppn.org. It takes about 30 minutes to complete and requires providers to attest to completing the training module.

For questions about Presbyterian Dual Plus training, contact your Provider Network Operations relationship executive. Contact information can be found at www.phs.org/ContactGuide.

New Telehealth and Vision Benefits for Members in 2022

Presbyterian is pleased to announce new telehealth and vision benefits for members in 2022. These new benefits will help ensure members have access to the care and services they need to live their healthiest lives.

\$0 Telehealth Benefit for Most Members

Telehealth is an important resource for members who do not have direct access to care. To ensure members continue to have access to the care they need when they need it, Presbyterian has reduced the cost of its telehealth benefit to \$0 for most members.

The table below outlines who will have the \$0 telehealth benefit and the services that are available with it.

Service	Medicaid	Medicare HMO/PPO/POS	Presbyterian Dual Plus (HMO D-SNP)	Commercial (ASO, fully insured and level funded)
Video or telephone appointments with in-network providers <ul style="list-style-type: none"> • Primary care • Specialty care, including interprofessional consultants • Urgent care • Therapy • Behavioral health outpatient visits 	Member pays 0%	*Member pays 0%	**Member pays 0 - 20%	***Member pays 0%
Video Visits using MeMD's network of providers	Member pays 0%	Member pays 0%	Member pays 0%	Member pays 0%
Online visits	Member pays 0%	Member pays 0%	Member pays 0%	Member pays 0%

*MediCare PPO members pay \$0 when receiving care from in-network providers only. If they receive care from out-of-network providers, standard out-of-network copayments/coinsurance will apply.

**The 0 - 20% cost associated with Dual Plus members usually results in \$0 cost-share to the member as a result of coordination of benefits with Medicaid.

***Some members with ASO insurance plans are excluded from this benefit.

For members who have a high deductible health plan, deductibles and coinsurance will apply until their out-of-pocket maximum is met.

To verify a member's benefits, please log in to the myPRES Provider Portal or contact the Presbyterian Customer Service Center (PCSC) using the phone number listed on the back of the member's insurance card.

\$250 Vision Benefit for Medicare HMO Members

This new vision benefit is available to Medicare HMO members only and does not apply to employer-sponsored plans. Effective Jan. 1, 2022, Presbyterian will cover up to \$250 in vision hardware for Medicare HMO members. Vision hardware includes frames, lenses and contacts. If your office is currently contracted to provide optometry services, you may now bill for vision hardware. Medicaid and Presbyterian Dual Plus members will continue to use Versant Health for their vision services.

To verify a member's benefit plan, please log in to the myPRES Provider Portal. For questions about member benefits, please contact PCSC using the phone number listed on the back of the member's insurance card.

Providers Earn More When They Participate in Value-Based Programs

Presbyterian offers contracted providers several innovative value-based programs (VBPs) that give providers the opportunity to earn additional payments and incentives. Providers who participate in VBPs earn incentives when they meet certain quality performance target measures. Often, providers are already meeting or close to meeting these quality performance target measures. This makes it easy to earn incentive payments.

Presbyterian's Four Primary Care VBPs

Providers can participate in four primary care VBPs to earn incentives: Classic, Distinction, Foundations, and Women's. Providers participate in the program that best matches their patient population.

In addition to participating in one of the four core primary care VBPs, providers may also be able to participate in the following supplemental primary care VBPs: Platinum and Wellness.



Classic

This program is available to general / family practitioners who provide primary care.



Distinction

This program is available to general / family practitioners who provide primary care and consistently exceed the Classic program's performance measurement targets.



Foundations

This program is available to pediatricians and those who provide primary care to children.



Women's

This program is available to OB / GYNs and other practitioners who provide comprehensive healthcare to women.



*Platinum

This is a supplemental program available to primary care providers who also deliver care to Presbyterian Dual Plus members.



*Wellness

This is a supplemental program available to primary care providers who also provide behavioral health services.

Long-term Services and Supports (LTSS) VBP

Presbyterian has a program tailored specifically to our personal care service (PCS) and long-term services and supports (LTSS) providers. Provider who participate in this VBP receive incentive payments when their patients with Presbyterian insurance successfully complete a 90-day period without any readmission events.

PROVIDER SATISFACTION CORNER

Presbyterian's Two Patient-Centered Medical Homes VBPs

Presbyterian also offers two Patient-Centered Medical Homes (PCMH) VBPs – Small Group PCMH and Regular PCMH – to primary care providers (PCPs) and Presbyterian Dual Plus providers.

Participation in these programs is based on the number of Presbyterian Commercial HMO, Presbyterian Centennial Care and Presbyterian Medicare Advantage plan members the provider serves. When PCPs choose to participate in these VBPs, they decide which quality performance measure they want to meet, either general/family practice measures or pediatric practice measures.

Small Group PCMH

- Providers receive a \$1.50 payment PMPM
- Groups with less than 2,000 Presbyterian members
- Commercial HMO, Centennial Care 2.0 and Medicare HMO plans



Regular PCMH

- Providers receive a \$2 payment PMPM
- Groups with more than 2,000 Presbyterian members
- Commercial HMO, Centennial Care 2.0 and Medicare HMO plans



How to Participate

For more information about Presbyterian's VBPs, performance quality target measures, incentives, or enrollment, contact Presbyterian's Performance Improvement department at (505) 923-5017 or performanceimp@phs.org.

Thank You for the Gift of Feedback

Presbyterian is close to completing its 2021 Provider Satisfaction Survey. This survey was designed to give providers the opportunity to voice their feedback on how Presbyterian as a health plan is doing in delivering excellent service levels. During July and August, a vendor called SPH Analytics may have contacted your office to complete this survey. Many of the questions were related to customer service, pharmacy services, clinical operations, provider services, claims and other functional areas of our organization.

If you participated in our satisfaction survey, thank you for your feedback. Your survey responses and commentary are currently being collated, reviewed and discussed by Presbyterian's Executive Leadership team and every health plan department to develop action plans based on the areas of opportunity you

and other providers have identified. Rest assured that Presbyterian staff are committed to improving your experience and ensuring positive interactions with our plan.

We rely very heavily on your opinions to modify and improve our health plan process to support you in caring for our members. If you are pleased with our dedicated service to you and your practice, please let us know. We thrive on positive feedback and are committed to partnering with you to provide quality care and service to our members, your patients.

Thank you again for your participation in our annual Provider Satisfaction Survey. We look forward to sharing the results of the 2021 survey with you and informing you of our progress in upcoming newsletters.

PRESBYTERIAN WORD SEARCH

V A L U E O X S I N X N A N L D Z Q H A
B I Q O U G L T G O S R E I A I C M E J
G X S I T R C P N C A I N R C N N I A U
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| GRATITUDE | BENEFITS | QUALITY |
| THANKFUL | AFFORDABLE | CARE |
| HEALTHY | VALUE | GIFT |
| VISION | DIABETES | FEEDBACK |
| TELEHEALTH | PREVENTION | SATISFACTION |

TALK TO US

Send your questions or comments to Presbyterian's Provider Network Operations department:



CONTACT GUIDE:
www.phs.org/ContactGuide



PHONE:
(505) 923-5757 or (505) 923-5141



MAIL:
PO Box 27489
Albuquerque, NM 87125-7489
Attn: Provider Network Operations

Let Us Know Your Thoughts

Readership Survey

We appreciate receiving your feedback. Please use the link below to let us know how you think we can improve our newsletter and any topics you would like to read about in future issues.

https://phs.qualtrics.com/jfe/form/SV_3Jl9H4yZ81DZtA2