

Network Connection

Information for Presbyterian
Healthcare Professionals,
Providers and Staff



JULY 2022

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Coordinating Interpreter Services and Providing Culturally Sensitive Care

At Presbyterian, we recognize that all cultures have unique views and practices regarding illness and well-being that affect the healthcare decisions that individuals make. We also understand that being culturally sensitive to those perspectives is essential to improving health for the communities we serve.

Interacting with patients and members in a manner that respects their cultural backgrounds and viewpoints establishes trust and builds rapport between providers and their patients. When this happens, members are more likely to get the care they need when they need it and follow their provider's prescribed treatment plan. In other words, we believe cultural sensitivity enhances communication and treatment effectiveness.

To help ensure Presbyterian members can receive the information they need to make informed decisions about their health in a language they understand, providers are contractually required to provide or coordinate interpreter services for their patients when needed. Coordinating interpreter services is easy. Providers can call the



Presbyterian Customer Service Center for assistance in coordinating interpreter services through Certified Language International (CLI). CLI is a third-party contractor that provides interpreter services in more than 170 languages, including Spanish, Navajo, Vietnamese, Portuguese and Russian.

Providers can also contact CLI directly to coordinate translation services for their patients. Interpreters needed for limited English proficient (LEP) individuals or members who qualify under the Americans with Disabilities Act are made available to provider offices at no additional cost to providers. Providers can contact CLI 24 hours a day, seven days a week by calling 1-800-225-5254 (toll-free).

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

Don't Forget to Verify Your Provider Directory Information Every 90 Days

Presbyterian wishes to remind individual practitioners, medical groups and facility providers to verify their provider directory information with Presbyterian every 90 days, beginning Jan. 1, 2022, as required by the Consolidated Appropriations Act (CAA) of 2021. To comply with this federal requirement, providers must verify their directory information with Presbyterian by Sept. 28, 2022. There are no exemptions.

PHYSICAL HEALTH PROVIDERS

Physical health providers can verify their directory information by logging into their myPRES account at www.phs.org/myPRES and selecting "Update Provider Demographic Information" from the Menu of Services.

Note: A myPRES account is required for groups and facilities to update provider directory information. An update request must be submitted to Presbyterian that identifies the delegate staff members who are authorized to verify and update the office's provider directory information through myPRES. It may take up to 72 hours for access to be granted.

Groups and facilities can register for a myPRES account

by completing the form at the following link: <https://mypres.phs.org/Pages/provider-registration.aspx>. To request delegate access, please complete the form at the following link: <https://phs.swoogo.com/delegate-access>.

In addition, all currently rostered medical groups should continue to follow the current roster process.

Need Help? Presbyterian has step-by-step instructional materials, a frequently asked questions guide and a short how-to video to assist physical health providers in verifying their provider directory information. To access these resources, please visit www.phs.org/DirectoryUpdate.



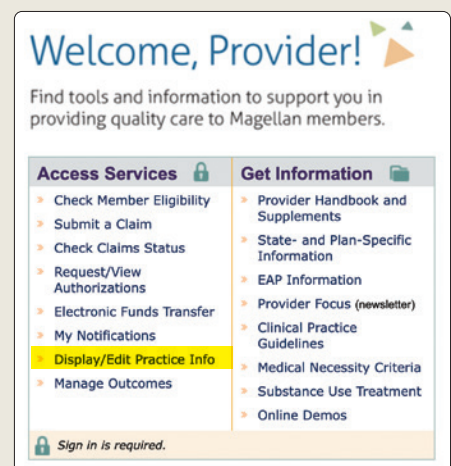
BEHAVIORAL HEALTH PROVIDERS

Behavioral health providers can update their directory information by logging into the behavioral health portal at www.magellanprovider.com.

Note: All organizations should continue to follow the current roster process. For more information, please contact your contract specialist.

If applied behavior analysis (ABA) providers have questions or need assistance, then they may contact Gerald Schiebe at gschiebe@magellanhealth.com.

All other organizations may contact Adrienne Duran at aduran18@phs.org for questions or assistance.



Claims Guidance for Medicare Advantage \$250 Routine Eyewear Benefit

Presbyterian is committed to ensuring providers have the information they need to appropriately bill for the new routine eyewear benefit for Medicare Advantage Presbyterian Senior Care (PSC) HMO Plans 1, 2 and 3 that allows members to receive up to \$250 on prescription eyewear.

To ensure this benefit is administered appropriately, Presbyterian updated the configuration of its claims processing system to ensure the procedure and diagnosis codes identified in the following table are considered routine for this benefit.

Routine Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS) Codes*	Routine Diagnosis Code Ranges*
CPT Codes	H5200 – H5203
92310	H5210 – H5213
92314	H52201 – H52229
92326	H5231 – H524
92340 – 92342	H52511 – H52519
92354 – 92355	H52521 – H52529
92370	H52531 – H52539
HCPCS Codes	H526 – H527
V2025	Z0100 – Z0100
V2700 – V2710	Z135 – Z135
V2715	Z460 – Z460
V2718 – V2755	*IMPORTANT: CPT/HCPCS codes in the left column must be billed with any of the diagnosis codes in the right column to qualify as part of the routine eyewear benefit.
V2760 – V2762	
V2770	
V2780 – V2788	
V2799	
V2100 – V2199	
V2200 – V2299	
V2300 – V2399	
V2410 – V2499	
V2500 – V2599	
V2020	



Please note that while updating the configuration of our claims processing system, some claims may have been paid incorrectly and we are quickly working to reprocess those claims. Providers should expect to see adjustments in the near future.

If you have any questions or concerns about the routine eyewear benefit or any impacted claims, then please contact your Provider Network Operations relationship executive. Their contact information can be found in the Presbyterian Contact Guide available at www.phs.org/contactguide.

TAKE NOTE

Provider Education 2022



UPCOMING TRAININGS Providers and office staff are invited to attend a variety of trainings throughout the year. Please see below for a list of upcoming training events.

Provider Education Webinars



Wednesday, Sept. 21, 9 - 11 a.m. and Noon - 2 p.m.
Thursday, Sept. 22, 9 - 11 a.m. and Noon - 2 p.m.



Register: <https://phs.swoogo.com/2022PEW>

All contracted physical health, behavioral health, long-term care, Indian Health Services and Tribal 638 providers and staff are invited to attend Provider Education Webinars and are only required to attend one of these trainings each year.

Indian Health Services and Tribal Conversations



Thursday, Sept. 29, 1 - 2:30 p.m.



Register: phs.swoogo.com/IHS2022

All Indian Health Services and Tribal 638 providers and staff are encouraged to attend the Indian Health Services and Tribal Conversations trainings.

Behavioral Health Critical Incident Reporting



Wednesday, Aug. 17, 1:30 - 2:30 p.m.



Join Online: <https://phs.swoogo.com/bhcir22>

Behavioral health providers are required to participate in Critical Incident Reporting training annually. For questions, contact Amy Baldrige at abaldrigd@phs.org.

Presbyterian Dual Plus Provider Training



Available year-round on demand



Register: phppn.org

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

For more information about training opportunities, please visit Presbyterian's provider training page at www.phs.org/providertraining.

Cultural Sensitivity Training



Available year-round on demand



Register: <http://thinkculturalhealth.hhs.gov/>

Contracted providers and staff are encouraged to participate in Cultural Sensitivity training and may earn up to nine hours of free Continuing Education Units (CEUs).

Transgender Patient Care 101 Training



Thursday, July 14 and 21, Noon - 1 p.m.



Register: https://www.eeds.com/portal_recurring_event.aspx?AIN=048220010

Providers who participate in Transgender Patient Care 101 training may earn up to two AMA PRA Category 1 Continuing Education Units (CEUs).

Transgender Patient Care 201 Training



Available year-round on demand



Register: https://www.eeds.com/portal_recurring_event.aspx?AIN=048220034

Providers who participate in Transgender Patient Care 101 training are eligible to participate in Transgender Patient Care 201 training and may earn up to two AMA PRA Category 1 Continuing Education Units (CEUs).



Tobacco Cessation Resources

Need information about tobacco cessation resources available to your patients? Call the Presbyterian Customer Service Center at (505) 923-5757 or toll-free at 1-888-923-5757 Monday through Friday, 8 a.m. to 5 p.m.

2021 Quality Improvement Program Summary

Presbyterian's Quality Improvement (QI) program is designed to improve member health outcomes, support the provider-member relationship and improve satisfaction for members and providers. At the end of each year, Presbyterian evaluates the performance of its QI program to identify opportunities for improvement and make recommendations for changes to the QI program. Below is a summary of the results of our 2021 QI program.



Quality Program Accomplishments from 2021

- Decreased prior authorization volume by 14%.
- Created a new Prior Authorization Guide that is more member/provider friendly.
- Graduated seven provider groups that participate in Provider Quality Improvement Program (PQIP) from a Level 1 Value-Based Purchasing (VBP) program to a Level 2 contracted small-volume Patient-Centered Medical Home (PCMH).
- Started a Supplemental Security Income/Social Security Disability Insurance (SSI/SSDI) Outreach, Access and Recovery (SOAR) program with the Substance Abuse and Mental Health Services Administration (SAMHSA). Presbyterian is the only health plan in the country that has a SOAR program, assisting disabled individuals without homes to obtain social security benefits so they can afford housing.
- Achieved the Long-Term Services and Supports (LTSS) distinction from the National Committee for Quality Assurance, which makes Presbyterian the first managed care organization in New Mexico and one of only 37 health plans in the country with this designation.
- Enhanced our telehealth resource guide for PQIP and PCMH groups for providers to utilize as a tool to help meet their goals.
- Developed a rural telehealth guide to assist providers in rural areas in setting up telemedicine care for their clinics to better serve their patients.
- Developed and deployed the first VBP provider group survey.
- Developed new Health Equity trainings for VBP providers starting in 2022.
- Expanded electronic medical record (EMR) access and set up clinical data integration (CDI) feeds with various VBP provider groups.
- Created scorecards for VBP providers to show return on investment on EMR and CDI.

Quality Program Showcase: Value-Based Purchasing Programs

Our VBP programs are designed to incentivize providers to implement or enhance population health management strategies, improve quality care for our members, and increase efficiency, thereby reducing unnecessary or duplicative healthcare costs and increasing member satisfaction. Here are some accomplishments from our VBP programs in 2021:

Quality Program Opportunities for 2022

Every year, Presbyterian refines its practices to improve member care, health outcomes and the provider experience through recognized opportunities for improvement. The following opportunities were identified for 2022:

- Incorporate new knowledge and best practices learned in 2021.
- Increase the number of participating providers within the existing VBP programs.
- Expand LTSS VBP across more counties in New Mexico.
- Improve the member digital experience, including the redesign of the provider directory.
- Increase education to providers on supporting members who have both mental health and alcohol and other drug/substance use disorder (AOD/SUD) diagnoses, members with schizophrenia and members who are taking antipsychotic medications.
- Offer behavioral health providers educational opportunities to increase their effectiveness at working with children in the telehealth environment.

To learn more or take on a more active role in the Presbyterian Quality Program, please contact the Quality department at PHPQuality@phs.org.

Provider Network Operations Is a Resource for You

As a health plan, we understand that the strength and success of our partnership with our providers can have a positive impact on our members. Presbyterian's Provider Network Operations (PNO) team is here to support you. Through structured relationship executive and relations service associate teams, our staff is here to provide their expertise and service through relationship management, training and education.

Your assigned relationship executive and relations service associate serve as your primary contacts with Presbyterian. You may already have an existing relationship with a member of the PNO team, however, the department recently revised its territory and provider assignments. Please view the online Provider Network Contact Guide to identify your current relationship management team. You can find the contact guide online at www.phs.org/ContactGuide.

To help foster a stronger connection with your relationship management team, PNO's relationship executives and relations service associates will be calling your offices and introducing themselves. These calls will be brief and will inform providers of who their point of contact is at Presbyterian. We look forward to touching base with your office.

Rewarding Providers Who Meet Quality Performance Measures

Presbyterian offers several Value-Based Programs (VBPs) with pay-for-performance incentives to providers who ensure members receive recommended screenings and services based on National Committee for Quality Assurance Healthcare Effectiveness Data and Information Set (NCQA HEDIS®) measures. Often, providers are already meeting or close to meeting these quality performance target measures, making it easy to earn incentive payments.

Presbyterian's Primary Care VBPs

There are four primary care VBPs that providers can participate in 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.



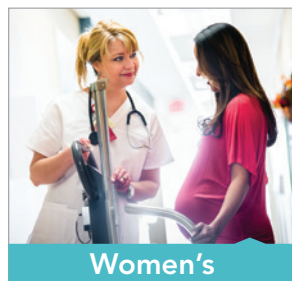
Distinction

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.

How to Participate

Providers who want more information about Presbyterian's VBPs, their performance quality target measures, the incentives or the enrollment process should contact Presbyterian's Performance Improvement department at (505) 923-5017 or performanceimp@phs.org.

REGULATORY REMINDERS

Clinical and Preventive Healthcare Guidelines

Presbyterian's evidence-based Clinical Practice Guidelines and Preventive Healthcare Guidelines are developed to assist providers in the prevention and treatment of common health conditions. Healthcare guidelines help providers and patients make informed decisions about their health.

Clinical Practice Guidelines

Presbyterian is committed to supporting evidence-based care for the members we serve. The Clinical Practice Guidelines are based on population health assessments that identify high-prevalence conditions in Presbyterian's membership. They are designed to help providers make decisions about healthcare services needed for specific clinical circumstances. All guidelines are adopted from nationally recognized organizations.

Providers can review Presbyterian's physical and behavioral health Clinical Practice Guidelines online at the links below.

- Physical health guidelines: www.phs.org/providers/resources/reference-guides/Pages/clinical-practice-guidelines.aspx

- Behavioral health guidelines: <http://www.phs.org/providers/resources/reference-guides/Pages/medical-pharmacy-behavioral.aspx>

Preventive Healthcare Guidelines

In alignment with the Affordable Care Act, Presbyterian's Preventive Healthcare Guidelines are based on U.S. Preventive Services Task Force (USPSTF) guidelines, grades A and B, which help primary care providers and members decide together whether a preventive service is appropriate based on the member's healthcare needs. The USPSTF, an independent panel of national experts in primary care and prevention, provides recommendations and evidence reviews that are of high quality, methodologically sound, scientifically defensible, reproducible and unbiased.

Presbyterian's guidelines include requirements from the New Mexico Health and Human Services Department's Medical Assistance Division for managed care organizations. This information is found in Title 8 Chapter 308 Part 9 of the New Mexico Administrative Code.

Presbyterian aligns its guidelines for specialty populations and services with multiple governing agencies. These include the child, adolescent and adult immunization schedule published by the Centers for Disease Control and Prevention (CDC), available at www.cdc.gov/vaccines. Well-child check examinations, guidelines and screening suggestions are available through the American Academy of Pediatrics (AAP) and Bright Futures located at <https://brightfutures.aap.org/Pages/default.aspx>. In addition, women's preventive services guidelines to improve women's health are available through the Health Resources and Services Administration (HRSA) and can be located at <https://www.hrsa.gov/womens-guidelines-2019>.

Providers can review Presbyterian's Preventive Health Guidelines at the following link: www.phs.org/providers/resources/reference-guides/Pages/medical-pharmacy-behavioral.aspx.

Providers may request a print copy of the clinical practice and preventive healthcare guidelines by contacting their Provider Network Operations relationship executive.

LET'S CONNECT



CONTACT GUIDE:
www.phs.org/ContactGuide



SHARE YOUR FEEDBACK:
https://phs.qualtrics.com/jfe/form/SV_3JI9H4yZ81DZtA2



PHONE:
(505) 923-5757



SIGN UP FOR PRESBYTERIAN EMAILS:
www.phs.org/providers/contact-us/news-and-communications/Pages/eneews-registration.aspx