

# Connection



## 2023 Practitioner and Provider Manuals Are Available

The 2023 editions of the Presbyterian Universal Practitioner and Provider Manual and Presbyterian Centennial Care Provider Manual are available online. The Universal Provider Manual covers all of Presbyterian’s programs, policies and guidelines. The Centennial Care Provider Manual provides detailed information specific to Presbyterian’s Centennial Care 2.0 programs and requirements. The manuals are updated quarterly and more frequently as necessary.

These manuals are an excellent resource for providers and are an extension of the provider’s contract with Presbyterian. In the manuals, providers can find instructions for the following:

- Submitting medical, behavioral and pharmaceutical prior authorization requests and exception requests based on medical necessity
- Contacting Presbyterian Health

Services staff to discuss prior authorization requests and utilization management issues

- Obtaining or requesting utilization management criteria

The provider manuals also include information regarding:

- Prior authorization criteria
- Medical policies
- Presbyterian formularies and updates, including restrictions and preferences
- Clinical practice guidelines
- Affirmative statement concerning utilization management decision-making and incentives
- Member rights and responsibilities

Providers can easily access the provider manuals by visiting [www.phs.org/providermanuals](http://www.phs.org/providermanuals). Providers may also request a printed copy at no cost by contacting their Provider Network Operations relationship executive. ▀

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## CORRECTION: Best Practices and Coding Tips for Audio Telehealth Services

Our September 2022 Network Connection newsletter featured an article about best practices and coding tips for audio telehealth services. In that article, incorrect CPT codes were provided. Below are the correct CPT codes for telephone services, which are based on the amount of time spent in discussion with the member:

- Telephone encounters that consist of **5 to 10 minutes** of medical discussion are reported using CPT code **99441**
- Telephone encounters that consist of **11 to 20 minutes** of medical discussion are reported using CPT code **99442**
- Telephone encounters that consist of **21 to 30 minutes** of medical discussion are reported using CPT code **99443**

In addition, the article indicated providers should document the amount of time they spent providing the service and that a range of time or a “greater than” statement is acceptable. This is not accurate. **A range of time or a “greater than” statement is unacceptable.** Providers should indicate the exact amount of time they spent providing audio telehealth services to members. All other tips and best practices provided in the article were accurate.

We regret any confusion or inconvenience the September 2022 article caused. If you have any questions, please contact your Provider Network Operations relationship manager. ▀

### Reminder:

## Presbyterian UltraFlex (HMO-POS) has Launched

Presbyterian would like to remind providers of a new Medicare Advantage plan available to members in 2023 called Presbyterian UltraFlex (HMO-POS). This new plan provides members convenience and choice by offering comprehensive care, including the following benefits that they can receive virtually and in-person from in-network and out-of-network providers:

- A pre-paid flex card that allows members to spend \$215 per quarter on approved over-the-counter hearing, vision and dental out-of-pocket expenses
- Basic dental coverage and the option to upgrade to comprehensive dental coverage for a monthly premium of \$9 per month
- Hearing and vision services
- Prescription services with a mail-order option
- The SilverSneakers® fitness program

If you have questions about this new plan or its benefits, please contact your dedicated Provider Network Operations relationship executive. ▀



## Presbyterian Shares Pharmacy Tools and Resources

Presbyterian’s formularies are helpful tools that identify all commonly prescribed brand-name and generic medications available to members. To access them, please visit [www.phs.org/providers/formularies](http://www.phs.org/providers/formularies). To stay up to date on which medications are covered by our members’ plans, providers should check the formularies regularly.

For information about pharmaceutical prior authorization for the following topics, visit [www.phs.org/providers/authorizations](http://www.phs.org/providers/authorizations):

- A list of drugs that have specific edits/requirements for coverage
- Specialty Pharmaceuticals/Medical Drugs List

- Pharmacy Prior Authorization Form
- How to submit a prior authorization online
- Synagis Prior Authorization Form
- Systemic Estrogen Prior Authorization Form for Medicare
- Suboxone/Subutex Prior Authorization Form for commercial and Medicare Plans
- Medicare Part B Step Therapy Policy

For pharmacy questions or concerns, providers may contact Presbyterian’s dedicated Health and Pharmacy Services team at (505) 923-5500, [AskPHPPT@phs.org](mailto:AskPHPPT@phs.org) and [AskRx@phs.org](mailto:AskRx@phs.org). For additional support, contact your Provider Network Operations relationship executive. ▀


# Provider Education 2023



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

For more information about training opportunities, please visit Presbyterian's provider training page at [www.phs.org/providertraining](http://www.phs.org/providertraining).

## Provider Education Conference (In-Person Event)

 **Friday, March 31, 8 a.m. - Noon**  
9521 San Mateo Blvd. NE  
Albuquerque, NM 87113

 **Register:** [phs.swoogo.com/2023PEC](https://phs.swoogo.com/2023PEC)

*All contracted behavioral health, physical health, long-term care, and Indian Health Services and Tribal 638 providers and staff are required to attend at least one of these trainings each year.*

## Indian Health Services and Tribal Conversations

 **Thursday, March 23, 1 - 2:30 p.m.**

 **Join Online:** [phs.swoogo.com/IHS2023](https://phs.swoogo.com/IHS2023)

*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

 **Monday, Feb. 13, 9 - 10 a.m.**

 **Join Online:** [phs.swoogo.com/bhcir23](https://phs.swoogo.com/bhcir23)

*Behavioral health providers are required to participate in annual Critical Incident Reporting training. For questions, please contact [criticalincident@phs.org](mailto:criticalincident@phs.org).*

## Behavioral Health Town Halls

 **Monday, Feb. 27, 1 - 3 p.m.**

 **Join Online:** [phs.swoogo.com/bhtownhalls23](https://phs.swoogo.com/bhtownhalls23)

*Behavioral health providers are invited to attend quarterly town halls designed to present information to all areas of a practice, including administrative, billing, quality and clinical.*

## Presbyterian Dual Plus Provider Training

 **Available year-round on demand**

 **Access Training:** [phppn.org](https://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.*

## Cultural Sensitivity Training

 **Available year-round on demand**

 **Register:** [thinkculturalhealth.hhs.gov](https://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).*

## Health Equity Trainings

 **Various sessions available throughout the year**

 **Register:** [phs.swoogo.com/HealthEquity](https://phs.swoogo.com/HealthEquity)

*All providers, office staff and community partners are encouraged to attend.*

## Empowering Members to Prevent Diabetes

With a new year comes resolutions to stay healthy and lose weight. To help members meet their health goals, Presbyterian has partnered with Yes Health to offer the Path for Wellness Diabetes Prevention Program. This all-mobile program is fully recognized by the Centers for Disease Control and Prevention (CDC) and is available at no additional cost to eligible adult Centennial Care members with a prediabetes diagnosis.

### Program Benefits

- Utilizes connected scales and fitness trackers to help members easily track progress
- Includes a group network for members to connect and motivate each other to reach their goals
- Connects members with health coaches who are experts in nutrition, fitness and well-being
- Builds attainable, lifelong habits and lifestyle changes
- Is personalized to each member

### Who is Eligible?

Patients may be eligible to participate if they are adult Presbyterian Centennial Care members who:

- Have a prediabetes diagnosis
- Have a family history of diabetes
- Are overweight or obese
- Have high blood sugar levels
- Need support reducing their chances of developing Type 2 diabetes

### How to Refer

To refer patients or learn more about the program, visit [www.phs.org/PreventionProgram](http://www.phs.org/PreventionProgram) or call 1-830-224-2211 (TTY 711), 8 a.m. - 5 p.m., Monday through Friday. ▀



# Detecting Depression and Preventing Suicide


Providers play a meaningful role in detecting, diagnosing and treating depression and preventing suicide. Estimates indicate that up to 85% of primary care patients with depression are not identified and treated due to low depression screening rates. To ensure Presbyterian members receive the care they need, primary care providers (PCPs), Emergency Departments and all physical healthcare facilities are encouraged to perform depression screenings regularly.

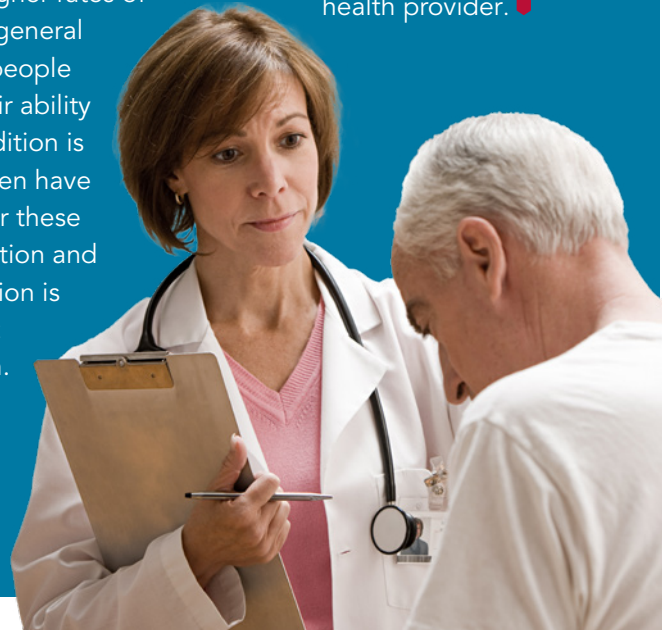
Members may be screened for depression using any approved and reliable screening tool. The two-question Patient Health Questionnaire-2 (PHQ-2) is a recommended depression screening tool and is approved by the American Psychiatric Association. A score of 3 or higher on the PHQ-2 indicates that

further screening and interviewing are needed. Following each depression screening, codes for reimbursement should be used.

Physical illness can contribute to depression and suicide. Individuals with chronic conditions, including diabetes, cardiovascular disease and chronic pain, have higher rates of depression than the general public. When these people have depression, their ability to manage their condition is affected and they often have poorer outcomes. For these individuals, identification and treatment of depression is even more important to their overall health.

Coordinating care with other professionals who treat depression

improves both physical and mental health outcomes for our members and can help decrease the New Mexico suicide rate. PCPs can use the provider directory available at [www.phs.org/directory](http://www.phs.org/directory) or call the Presbyterian Customer Service Center for assistance in coordinating care with an in-network behavioral health provider. 



## Updates to **Clinical Practice Guidelines**

Clinical practice guidelines (CPGs) are systematically developed, evidence-based statements designed to give providers the most current, nationally recognized recommendations regarding the care of specific clinical circumstances. Presbyterian would like to share the following physical health and behavioral health CPGs, some of which have been recently updated.

### Physical Health CPGs

- Updated: Asthma
- Updated: Chronic Pain
- Updated: Diabetes
- Hypertension
- Cardiovascular Arterial Disease

These CPGs are available at [www.phs.org/providers/resources/reference-guides/Pages/clinical-practice-guidelines.aspx](http://www.phs.org/providers/resources/reference-guides/Pages/clinical-practice-guidelines.aspx).

### Behavioral Health CPGs

- Treatment of Patients with Schizophrenia
- Treatment of Opioid Use Disorder
- Clinical Practice Guidelines for Benzodiazepine
- Treatment of Stimulant Use Disorders

These CPGs are available at [www.phs.org/providers/resources/reference-guides/Pages/medical-pharmacy-behavioral.aspx](http://www.phs.org/providers/resources/reference-guides/Pages/medical-pharmacy-behavioral.aspx).

## Announcing the **Electronic Real-Time Prescription Benefits** Tool

Presbyterian is happy to announce a new electronic Real-Time Prescription Benefits (RTPB) tool, now available to contracted prescribing providers to support prescription decision-making. This tool can be integrated into most electronic medical record (EMR) systems and allows providers to easily access vital patient information in a variety of ways. With the RTBP tool, providers can:

- View the results of RTPB pharmacy trial claims, which

includes a real-time patient copay, whether a drug requires authorization and lower-cost alternatives when available

- Access essential patient information, including medication history, pharmacy benefits and the formulary from both handheld devices and desktop computers
- Search for pharmacies that provide lower prescription costs to the patient, such as mail-order options

If an EMR does not have RTPB functionality, then providers can register to use a web-based version of this tool by visiting PreCheck MyScript at <https://precheckmyscript.uhcprovider.com>.

**Note:** Some prescriptions may need authorization. Providers may check whether a prescription requires pharmacy prior authorization by logging onto the Surescripts platform at <https://providerportal.surescripts.net/ProviderPortal/login>. ▀

## **Medication Reconciliation** Supports Patient Safety

Presbyterian encourages providers to routinely perform medication reconciliation, an important element of patient safety. Medication reconciliation involves obtaining, verifying and documenting a list of a patient's current medicines and comparing this list to medication orders and the patient's condition to identify and resolve discrepancies. This process gives providers the opportunity to make medication dosage corrections and verify that medications are administered correctly.

Additionally, routine medication reconciliation allows providers to assess medication regimens and eliminate unnecessary or redundant prescriptions, minimizing adverse drug effects and interactions and preventing avoidable harm. This process can significantly decrease errors that often occur when patients move between healthcare

settings, 30% of which have the potential to cause significant harm.

Asking patients whether they receive medications from other providers or have stayed in an acute care setting can also reveal important information, such as a change in medication. When applicable, ask for a patient's permission to consult with any other providers who are writing prescriptions for them. When scheduling appointments with your patients, please consider asking them to bring in their pill bottles or a list of their prescriptions to facilitate the medication reconciliation process. Providers are also encouraged to use the New Mexico Prescription Monitoring Program (PMP) tool for additional assistance in reconciling medications. To access the PMP tool, visit <https://newmexico.pmpaware.net/login>. ▀



### **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.

## Verify Provider Directory Information Every 90 Days

In accordance with the Consolidated Appropriations Act (CAA) of 2021, Presbyterian is reminding all providers that they are legally required to verify their provider directory information every 90 days. To comply with this federal requirement, providers must verify their directory information with Presbyterian by April 1, 2023. There are no exemptions from this federal requirement.

### Physical Health Providers

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

### Physical Health Medical Groups and Facilities

Groups and facilities are required to have a myPRES account and they must submit a request to Presbyterian to identify a delegate staff member who is authorized to verify and update provider directory information on behalf of the group or facility:

- Groups and facilities can register for a myPRES account at <https://mypres.phs.org/Pages/provider-registration.aspx>.
- To request delegate access, visit <https://phs.swoogo.com/delegate-access>.

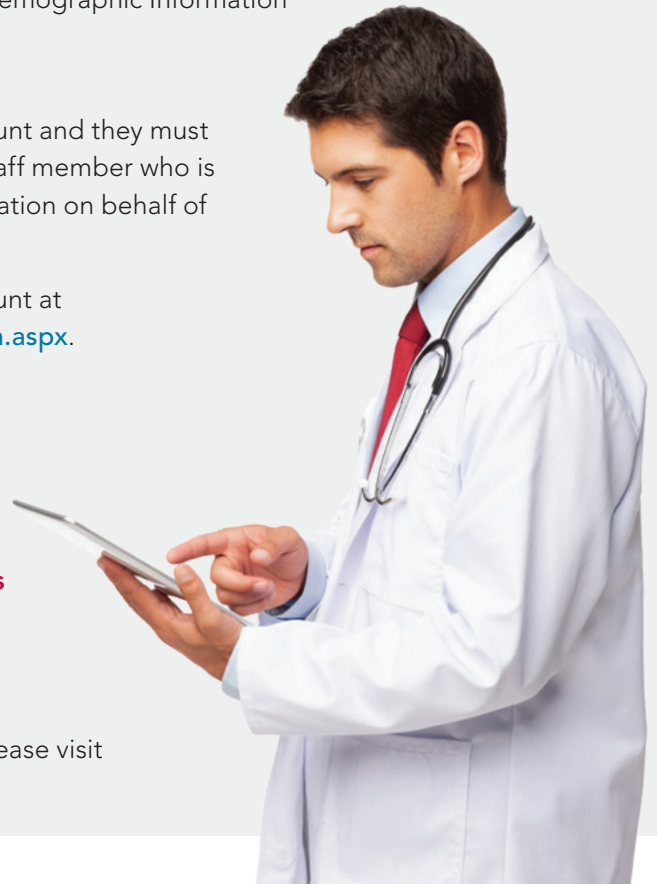
**Note:** It may take up to 72 hours for access to be granted.

### All Currently Rostered Physical Health Medical Groups

All currently rostered medical groups should continue to follow the current roster process.

### Need Help?

For instructional materials and other helpful resources, please visit [www.phs.org/DirectoryUpdate](http://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](http://www.magellanprovider.com).

### Behavioral Health Organization

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

### Need Help?

For questions or assistance, behavior analysis providers may contact Gerald Schiebe at [gschiebe@magellanhealth.com](mailto:gschiebe@magellanhealth.com). All other organizations may contact Adrienne Duran at [aduran18@phs.org](mailto:aduran18@phs.org).



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