

Connection



Pregnancy Passport Incentive Program

Presbyterian is proud to offer the Pregnancy Passport incentive program to eligible Centennial Care members at no cost. Previously known as Baby Benefits, this program offers rewards to members who attend prenatal and postpartum appointments when they complete the following steps:

1. Members who complete a prenatal visit before week 14 of their pregnancy are eligible to receive a \$150 gift card to buy healthy items for themselves during their pregnancy.
2. Members who complete at least 10 prenatal care visits are eligible to receive a \$75 gift card for supplies for themselves or their baby.
3. Members who complete a postpartum visit within seven to 84 days after the baby is born are eligible to receive a \$100 gift card for newborn items.

To help your patients enroll in the Pregnancy Passport program, please visit www.phs.org/health-plans/centennial-care-medicaid/presbyterian-pregnancy-passport. ■

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Change Healthcare Cyberattack and How Presbyterian Is Supporting You

Presbyterian recognizes the challenges to providers posed by the Feb. 21 Change Healthcare cyberattack. In order to facilitate timely payments for claims and provide necessary assistance, Presbyterian is proactively informing providers of alternative submission methods available for claims processing:



Option 1: Providers may submit their claims to an alternate clearinghouse. Alternate clearinghouses, divided below into options for behavioral health and physical health providers, include the companies listed below:

BEHAVIORAL HEALTH CLEARINGHOUSES		
Availity	1-800-AVAILITY (282-4548)	www.availity.com
Health EC	1-877-444-7194	www.healthec.com
Office Ally	1-866-575-4120	www.officeally.com
Payerpath	1-877-623-5706	www.payerpath.com
TriZetto Provider Solutions	1-800-969-3666	www.trizetto.com/providersolutions

PHYSICAL HEALTH CLEARINGHOUSES		
Availity	1-800-AVAILITY (282-4548)	www.availity.com
Claim.MD	(505) 757-6060	www.claim.md
Nthrive	(678) 323-2500	www.nthrive.com

Option 2: Claims may also be submitted to Presbyterian via FastClaim, either by direct entry or by utilizing an 837 electronic claims file. FastClaim can be accessed by logging in to the provider portal at mypres.phs.org.

UnitedHealth Group and Optum Health have additional information and resources available at www.unitedhealthgroup.com/changehealthcarecyberresponse and status.changehealthcare.com/incidents/hqjz25fn3n7.

For more information regarding claims submissions, please view the Presbyterian provider manuals available at www.phs.org/providermanuals. ▀

Provider Education 2024



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

Provider Education Conference (In-Person Event)



Friday, June 28, 7:30 a.m. - Noon

Rev. Hugh Cooper Center
9521 San Mateo Blvd. NE
Albuquerque, NM 87113



Register: phs.swoogo.com/2024PEC

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 Provider Education Conference & Webinar Series training event each year.

Behavioral Health Critical Incident Reporting



Tuesday, May 14, 9 - 10 a.m.



Join Online: phs.swoogo.com/bhcir24

Behavioral health providers are required to participate in annual Critical Incident Reporting training. For questions, contact us at criticalincident@phs.org.

Indian Health Services and Tribal Conversations



Thursday, July 25, 2 - 3 p.m.



Join Online: phs.swoogo.com/IHS2024

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

Behavioral Health Town Halls



Monday, May 20, 1 - 3 p.m.



Join Online: phs.swoogo.com/bhtownhalls24

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

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

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).

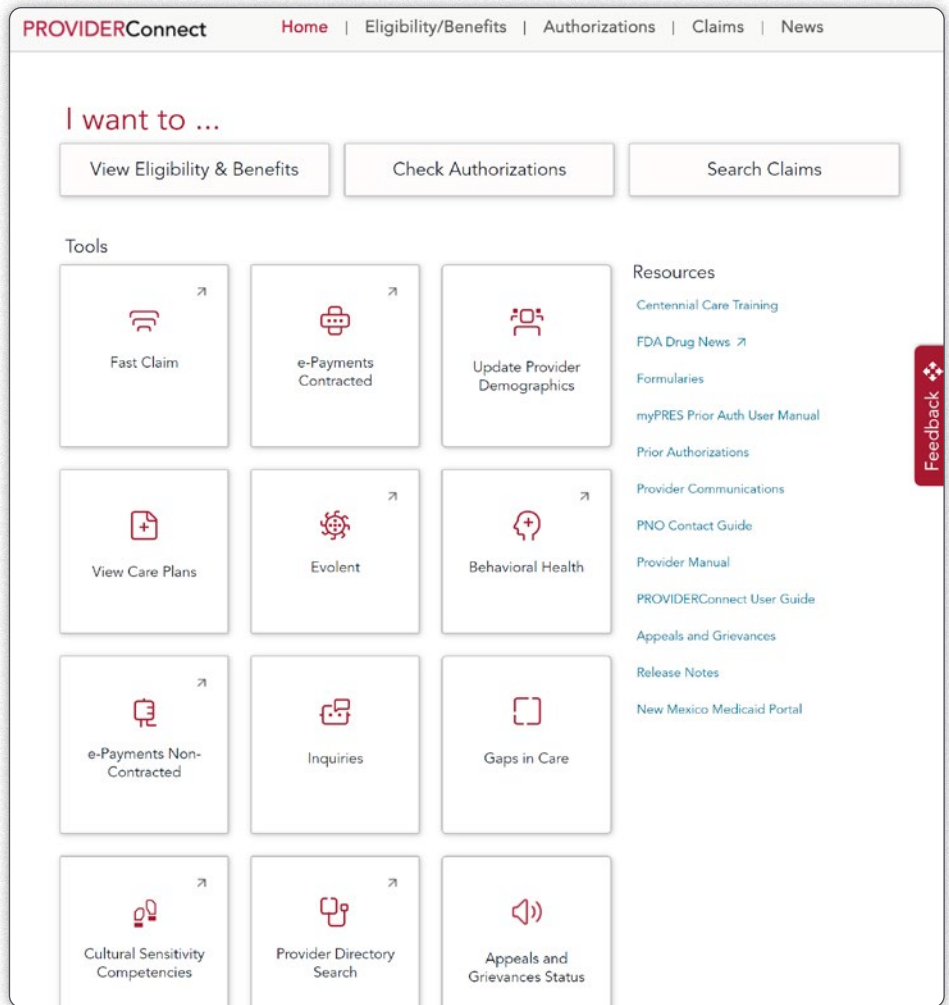
For more information about training opportunities, please visit Presbyterian's provider training page at www.phs.org/providertraining.

Introducing the New PROVIDERConnect Provider Portal

Presbyterian is excited to announce PROVIDERConnect, the new provider portal that offers improved navigation and a fresh look. Its features include:

- A streamlined process for viewing eligibility and benefits, checking authorizations, and searching claims
- The ability to access and download member handbooks and summary plan description (SPD) documents
- Direct links to various important tools such as member care plans, the Magellan behavioral health provider portal and more

To access the PROVIDERConnect provider portal, log in to mypres.phs.org and select "PROVIDERConnect" from the Menu of Services. The PROVIDERConnect User Guide is also available to assist with essential functionality at https://onbaseext.phs.org/PEL/DisplayDocument?ContentID=OB_000000022172.



Feedback

LUNCH & LEARN

Each month, Presbyterian is offering providers Lunch-and-Learn sessions on Health Effectiveness Data and Information Set (HEDIS) topics and interventions to improve member care. These sessions are hosted remotely during lunch hours to provide convenient opportunities for attendance.

During these sessions, Presbyterian encourages providers to share best practices to address health disparities as they relate to HEDIS measures to improve health outcomes for our members. These sessions are also an opportunity for Presbyterian and providers to learn from each other and form collaborative work plans.

If you would like to attend future Lunch-and-Learn sessions, please visit the Presbyterian Value-Based Care Hub at phs.swoogo.com/valuebasedcarehub. Registration is required.

Be the First to Know – Sign Up to Receive Emails from Presbyterian

Do you want to receive this newsletter and other important resources and communications via email? Then sign up to receive emails from Presbyterian. When you sign up, you will receive important notifications and helpful resources relevant to your practice directly in your inbox.

Staying up to date has never been so easy! Don't wait. Simply complete the registration form at www.phs.org/enews to sign up today and be the first to know about the latest news from Presbyterian.

May Is Mental Health Awareness Month: More Than Enough


May is Mental Health Awareness Month, a time for providers to focus not just on the mental health of their patients and colleagues – but also their own. The last four years have been especially demanding on healthcare workers, sometimes leading to burnout.

The American Health Association (AHA) explains, “Burnout is not just feeling tired or stressed; it is a condition that affects the

brain in very real, noticeable ways. It affects decision-making skills, memory, the ability to focus and even fine motor control – abilities that are vital at every level of the health care field.”

To avoid or reverse burnout among healthcare providers, the AHA recognizes the importance of individual and structural approaches to well-being. In other words, it takes the effort of people and healthcare systems working together to remove stressors where possible while reducing the impacts of the stressors that can't be eliminated. Ways to do that include honoring everyone's free time away from work, treating clinical cognition as a limited resource, and coordinating well-being efforts across departments.

Additionally, the National Alliance on Mental Illness (NAMI) is honoring this year's Mental Health Awareness Month with its “More Than Enough” campaign. The message NAMI wishes to convey is that everyone is more than enough as they are. Likewise, everyone is worthy of more than enough love, healing, health and happiness. In this productivity-focused society, NAMI also wants to clarify that everyone is also doing more than enough.

In that spirit, may both members and providers join in solidarity this month in recognizing that they are all **more than enough** in more than enough ways. 



Healthy Habits:

The Key to Weight Management and Diabetes Prevention

Building healthy habits around eating and physical activity can have a powerful impact on sustaining health and preventing disease.

Presbyterian provides Medicaid members with access to programs that use behavior change science to support healthy lifestyle modifications. These Path for Wellness Programs, Healthy Weight and Diabetes Prevention, are offered in partnership with Good Measures. Led by registered dietitians and lifestyle coaches, these programs provide interactive support, regular check-ins, and guidance for realistic goal setting.

The Path for Wellness Programs include:

- **Healthy Weight:** One-on-one health coaching by phone, app messaging, webinars and other online means. Geared toward patients who need flexibility and more personalized support.
- **Diabetes Prevention:** A diabetes prevention program led by Centers for Disease Control-trained health coaches. Geared toward patients who like both online and group interaction and prefer a structured schedule over a 12-month period.

Both programs focus on helping members to:

- Lose weight in an enjoyable, sustainable way
- Learn how to navigate restaurant menus and eat well away from home
- Fit healthy eating into their schedules and budgets
- Solve problems that get in the way of physical activity and healthy eating
- Manage stress and sleep better. ▀

How to refer your patients

- Patients can sign up directly at www.phs.org/PreventionProgram, or by calling 1-855-249-8587.
- Providers and office staff can also submit patient referrals directly at www.goodmeasures.com/physicians.

New Rx Home Delivery Order Form for 2024

While in the office with a Presbyterian member, you can offer to send their prescriptions to Optum Rx so they can enroll in home delivery service. You can do this by electronic prescription, by fax to 1-800-491-7997, or by phone at 1-800-791-7658 (toll free).

Benefits of Home Delivery:

- Medication in their mailbox with no waiting in line
- Automatic refills (if the member opts in)
- 90-day fills

Members can save time and money with home delivery. Ideal for patients and members who take medicine regularly to treat chronic diseases, home delivery may also be particularly beneficial for patients with disabilities, inadequate access to transportation, or time constraints.

If a member prefers to self-enroll, they can do so online at www.optumrx.com or by calling 1-866-528-5829. A member can also complete the New Prescription Order Form and mail it to:

Optum Rx
P.O. Box 2975
Mission, KS 66201

Please note that the member's ID number and a valid email address are needed to register. ▀



Follow-Up Care for Children Prescribed ADHD Medication

Follow-Up Care for Children Prescribed ADHD Medication (ADD) is a Healthcare Effectiveness Data and Information Set (HEDIS) measure established by the National Committee for Quality Assurance (NCQA). ADD assesses the percentage of children with newly prescribed attention-deficit/hyperactivity disorder (ADHD) medication who had at least three follow-up care visits within a 10-month period, one of which was within 30 days of when the first ADHD medication was dispensed. ADD is reported for two phases:

- **Initiation Phase:** Assesses children between ages 6 and 12 who were diagnosed with ADHD and had one follow-up visit with a practitioner with prescribing authority within 30 days of their first prescription of ADHD medication.
- **Continuation and Maintenance Phase:** Assesses children between ages 6 and 12 who had a prescription for

ADHD medication, remained on the medication for at least 210 days, and had at least two follow-up visits with a practitioner in the nine months after the Initiation Phase.

How did we do in the Measurement Year 2023?

The intake period for the ADD Measurement Year 2023 started March 1, 2022, and ended Feb. 28, 2023. Preliminary data for Centennial Care members in 2023 reflects the rate for Initiation was 30.06%, and the rate for Continuation and Maintenance was 36.91%. Both measures were below NCQA target rates of 39.85% and 51.84%, respectively.

How can we improve measurement in 2024?

Here are some tips for improving our rates during Measurement Year 2024:

- ✓ Schedule a return appointment within 30 days of new ADHD prescriptions to document progress and/or make dosage adjustments.
- ✓ Ensure that children who are prescribed ADHD medication are evaluated at least three times: once within 30 days of the initial prescription, then twice more in the nine months after the Initiation Phase.
- ✓ Consider telemedicine options to address the needs of children and families for whom traveling to a facility is a hardship.
- ✓ Understand that visits documented on the same day as the initial fill of ADHD medication will not be considered for compliance.
- ✓ Collaborate with parents regarding treatment plans; discuss medication options and side effects.
- ✓ Promote continuity of care between primary care physicians, behavioral health prescribers and schools. ■



REGULATORY REMINDERS

Medicare Star Ratings



The Centers for Medicare & Medicaid Services (CMS) publishes yearly star ratings to measure the quality of health and drug services received by consumers in Medicare Advantage (Part C) and Prescription Drug (Part D) Plans. Star ratings are measured on a scale of 1 to 5 and are intended to assist Medicare beneficiaries in choosing the best Medicare health and drug plans for them during the annual fall open enrollment period.

A higher star rating impacts members' decision-making to stay with a plan or select a new one during open enrollment. In addition, higher star ratings have a large financial impact on health plans.

Measures of focus for Pharmacy Services

Percentage of plan members with a prescription for diabetes, blood pressure and/or cholesterol medication who fill their prescription often enough to cover 80% or more of the time they are supposed to be taking the medication.

Per CMS: One of the most important ways people with diabetes, high blood pressure and/or high cholesterol can manage their health is by taking medication as directed. The **plan**, the **doctor** and the **member** can work together to accomplish this.

What is the Pharmacy Services Department doing to improve these measures?

Presbyterian Pharmacy Services has been calling nonadherent members to discuss their medications with them as well as identify/address barriers. Members are offered a call for a 90-day refill and to set up auto-fill/refill reminders from the dispensing pharmacy. In addition, letters are sent quarterly to providers regarding patients identified as having opportunities for both adherence and Statin Use in Persons with Diabetes (SUPD).

What can providers do to assist?

Providers can assist by:

1. Discussing the importance of medication adherence at every visit
2. Ensuring the patient is prescribed the most appropriate medication, for the correct dosage, with consideration for patient finances
3. Check refills at every appointment and prescribe a 90-day supply to minimize the patient's trips to the pharmacy
4. Discontinue therapy when applicable and enter appropriate medical diagnosis codes when pertinent



Verify Provider Directory Information Every 90 Days

In accordance with the No Surprises Act, effective Jan. 1, 2022, all providers are required to verify their directory information with Presbyterian every 90 days. The next deadline is June 30. There are no exemptions from this federal requirement.

Physical health providers must log in to the provider portal to make updates. Physical health providers can also request delegate access at www.phs.org/directoryupdate.

Behavioral health providers must log in to the behavioral health portal at www.magellanprovider.com. For questions or assistance, contact Belinda Wiggins at bwiggins2@phs.org.

Please note that all currently rostered physical health medical groups and behavioral health organizations should continue to follow the current roster process. ■

Medical Record Review

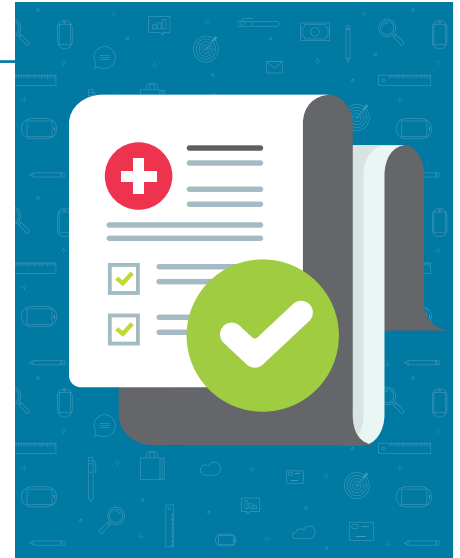
Presbyterian's Quality Management Department conducts a review of medical records to ensure that performance standards are met for primary care providers, OB/GYN providers, and high-volume behavioral health specialists. The criteria below apply to the medical record review audit:

- A passing score of 85% is required
- If the medical records fail to meet the 85% target, Presbyterian may choose to do any or all of the following:

- Advise providers of any issues that identify compliance concerns
- Recommend a performance plan
- Coordinate with provider relations for medical record review follow-up

Current Areas for Improvement in the Medical Record Review Documentation Audit

- Discussing with members the status of their advance directive (for patients aged 18 and older); sufficient



documentation includes education, declination, and receipt or acknowledgment of the document itself

- Reviewing allergies in the member's medical record by the servicing provider, not support staff
- Checking on the immunizations the member received or acknowledging that the member is up to date on immunizations
- Recognizing triggers and severity for members with a diagnosis of asthma
- Verifying receipt of annual eye exam, neuropathy screening, and discussion of member's self-monitoring for members with a diagnosis of diabetes

Information regarding medical record documentation, the medical record review and advance directives can be found in the Presbyterian provider manual at www.phs.org/providers/resources/reference-guides.





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