

NETWORK **Connection**



Well-Child Visits: Determined to Improve Children’s Health

Recent findings from the 2024 Kids Count Data Book show that New Mexico ranks 50th overall in child well-being and 44th in children’s health. To help address these statewide issues, Presbyterian is following guidance from National Committee for Quality Assurance (NCQA) to provide annual, comprehensive well-child visits for children ages 3 to 21.

Well-child visits are a priority Health Effectiveness Data and Information Set (HEDIS) measure of the Turquoise Care program, seeking to keep members healthy through regular visits. Comprehensive checks can identify barriers to care and cover a variety of topics, such as:

- Nutritional counseling
- Physical activity
- Mental health and well-being
- Car/bike and sun safety
- Substance use
- Dental and vision care
- Food insecurity
- Transportation issues

Presbyterian offers non-emergency transportation for covered medical and behavioral health services. Turquoise Care and Presbyterian Dual Plus (HMO D-SNP) members can call (505) 923-6300 or use the free Itineris Passenger app to schedule rides to medical appointments at least 48 hours in advance.

Members experiencing food or housing insecurity can call Presbyterian Community Health workers for assistance at (505) 923-7314 or call the customer service phone number on the back of their Presbyterian member ID card.

Through regular well-child visits, **we are determined** to improve the health landscape for New Mexico children.

Presbyterian exists to ensure all of the patients, members and communities we serve can achieve their best health.

INSIDE

TAKE NOTE

- Updated Breast Cancer Screening Recommendations 2
- 2024 Provider Education Events . . . 3
- Healthy Weight and Diabetes Prevention: Small Changes, Big Results 3

FEATURE

- Coordinating Interpreter Services and Providing Culturally Competent Care 4

PROVIDER SATISFACTION CORNER

- Introducing NeuroFlow, a Digital Wellness Tool 5

REGULATORY REMINDERS

- E/M Prolonged Service Revisions . . 6
- NCQA Affirmative Statement About Incentives 7
- Update Provider Directory 7
- Provider Manual Highlights 8

LET'S CONNECT 10

TAKE NOTE

Updated Breast Cancer Screening Recommendations

The U.S. Preventive Services Task Force (USPSTF) recently finalized breast cancer screening recommendations, stating that all women should be screened for breast cancer every other year beginning at 40 years old. This recommendation better aligns with screening guidelines from the American Society of Breast Surgeons, which state:

- All women aged 25 and older should have a formal risk assessment for breast cancer
- Women with an average risk of breast cancer should start annual screening mammograms at age 40
- Women with a higher-than-average risk of breast cancer should start annual screening mammograms at an earlier age and should be offered additional imaging each year



At Presbyterian, empowering our members to care for their bodies by being proactive about their health is our goal.

There is no one-size-fits-all answer for breast cancer screening, but there are resources available to help women take charge of their health as they near their 40s. The USPSTF created a guide covering what patients need to know, including who should be screened, health disparities and inequities, and answering common questions. This guide may be viewed at www.uspreventiveservicestaskforce.org/uspstf/lets-talk-about-it-screening-breast-cancer. ▀



October Is Breast Cancer Awareness Month

Take a stand against breast cancer at these upcoming events:

Pink "ME" Lace Up and Race 5K Walk/Run

October 19 | Santa Fe, NM

<https://runsignup.com/Race/NM/SantaFe/PINKME>

Making Strides Against Breast Cancer

October 26 | Albuquerque, NM

<https://cancer.org/involved/fundraise/making-strides-against-breast-cancer.html>

Provider Education 2024



Upcoming Trainings

Providers and office staff are invited to attend a variety of trainings throughout the year, including:

- Provider Education Conference and Webinar Series
- Indian Health Services and Tribal Conversations
- Critical Incident Reporting
- Behavioral Health Town Halls
- Presbyterian Dual Plus (HMO D-SNP)
- Turquoise Care, including Children in State Custody
- Cultural Sensitivity

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

Healthy Weight and Diabetes Prevention: Small Changes, Big Results

Presbyterian is here to help members make small changes to build healthy habits for the long term and focus on losing weight in a nutrition-focused, sustainable way.

Turquoise Care members have access to the following Path for Wellness Programs:

- **Healthy Weight:** One-on-one health coaching by phone and app messaging, webinars and other online content. Provides flexibility and personalized support
- **Diabetes Prevention:** Led by CDC-trained health coaches. A structured schedule over a 12-month period. Best for patients who like online and group interaction

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 at goodmeasures.com/physicians



Coordinating Interpreter Services and Providing Culturally Competent Care

At Presbyterian, we recognize that all cultures have unique views and practices that affect people's healthcare decisions. Interacting with members in a manner that respects their cultural backgrounds and viewpoints establishes trust and builds rapport. When cultural backgrounds are respected and embraced, members are more likely to get the care they need when they need it.

New Mexico Language Needs

New Mexico is a culturally diverse state with a multitude of languages spoken by its residents. U.S. Census Bureau data has outlined the top languages spoken in New Mexico, with the top five non-English ones being in order of prevalence:

- Spanish
- Navajo
- Other Native Languages of North America (including Zuni and Tewa)
- Vietnamese
- Tagalog, including Filipino

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 necessary.

PROVIDERConnect Demographic Updates

New functionality has been added to the "Member Information" section of the PROVIDERConnect Portal that allows providers to view each member's preferred language, along with other important demographic information. Providers can proactively use this feature to determine if there could be a need for interpreter services.

Remember that untrained individuals and/or minors should not be used as interpreters. Friends and family members may not have the ability to ensure the member fully understands what is being communicated to them and may even have an interest in misrepresenting what is being said. If a patient refuses to have a qualified medical interpreter assist them, providers can still opt to have one present to ensure accuracy of communication.

For assistance in coordinating interpreter services through Certified Language International (CLI) at no cost to the provider, providers can call the Presbyterian Provider Care Unit line at (505) 923-5757 or toll-free 1-888-923-5757, Monday through Friday, 8 a.m. to 5 p.m.

CLI is a third-party contractor that provides interpreter services in more than 230 languages. Providers may also contact CLI directly by calling 1-800-225-5254 (toll-free), 24/7, to coordinate interpretation services. ■



Introducing NeuroFlow, a Digital Wellness Tool

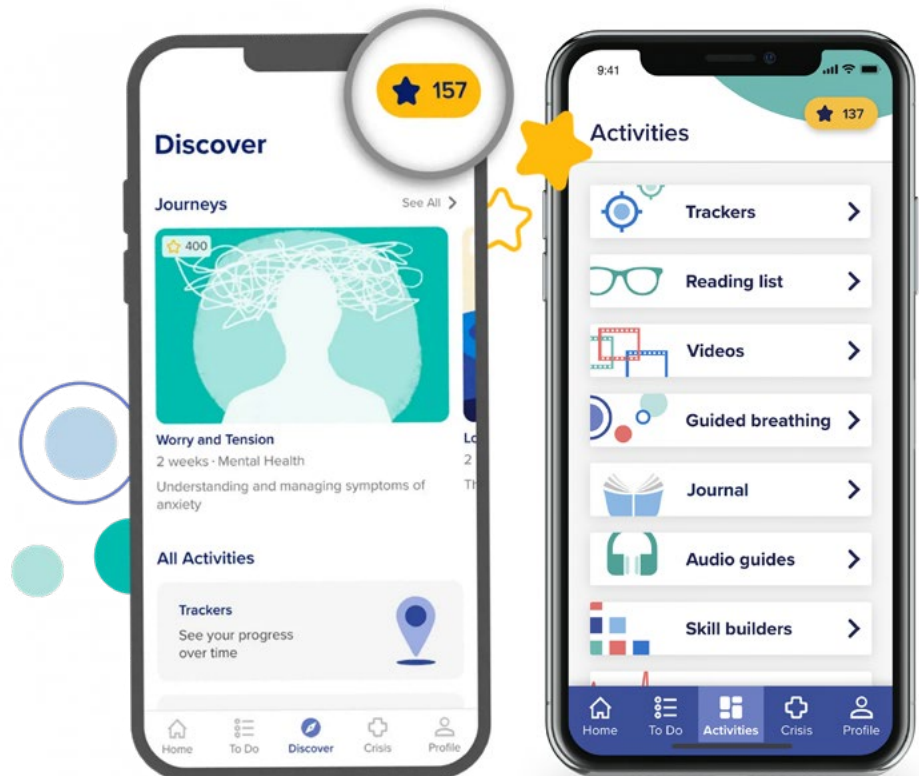
Help your patients take charge of their health and well-being with NeuroFlow, a digital tool that connects members to health information, self-guided exercises, tailored resources and support services offered through Presbyterian. NeuroFlow is easy to use and available online or by mobile phone app to eligible Presbyterian members.

With NeuroFlow, your patients will gain access to:

- Health information to support physical and mental health, maternal and perinatal health, and smoking cessation
- Personalized wellness journeys that include health and wellness topics, recommended screenings, information about support services and resources, and more
- Daily tools, activity trackers and in-app validated assessments

Members can sign up directly by visiting <https://neuroflow.app.link/PHP123>

or use the QR code below to download the app:



For assistance, NeuroFlow may be reached at support@neuroflow.com or 1-855-296-7711. To request printed NeuroFlow materials, please email WHE@phs.org.

REGULATORY REMINDERS

E/M Prolonged Service Revisions

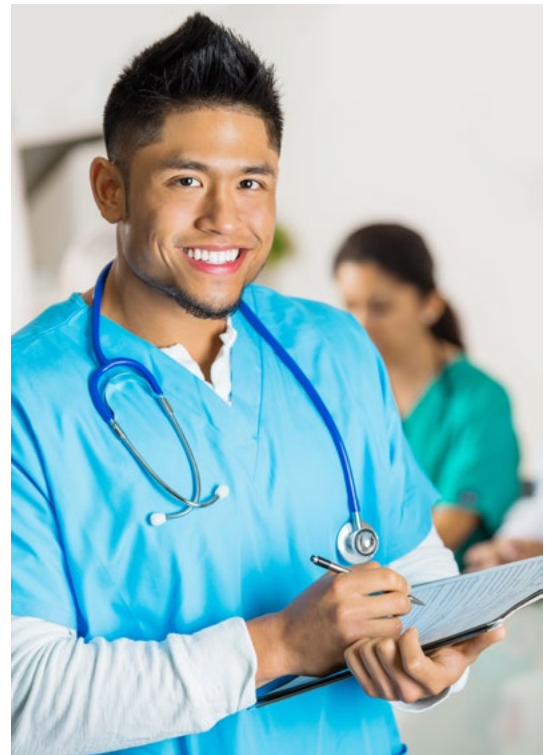
The Evaluation and Management (E/M) Services section of the American Medical Association (AMA) Current Procedural Terminology (CPT) code book, 2023 code set, prolonged services codes, has been revised. This includes revisions to CPT code 99417.

Per the CPT code book, for prolonged services with or without direct patient contact on the date of an E/M service, the add-on code +99417 is used to report prolonged total time (i.e., combined time with and without direct patient contact) supplied by the provider on the date of office or other outpatient services, office consultation or other outpatient E/M services.

When reporting code +99417, the initial time unit of 15 minutes may be added once the time threshold required for the primary E/M code has been surpassed by 15 minutes. Providers should separately list +99417 in addition to the code of the outpatient E/M service.

Note: Do not report CPT code +99417 for any time unit less than 15 minutes. The AMA CPT code book notes that any time spent performing separately reported services other than the primary and prolonged E/M service is not counted toward the primary E/M service and prolonged services time.

The Presbyterian Program Integrity Department performs random claims validation audits on claims submissions to verify that the services billed were rendered and accurate. For more information on E/M coding guidelines, please visit the AMA website at www.ama-assn.org/system/files/2023-e-m-descriptors-guidelines.pdf.



Please also refer to the Presbyterian Practitioner and Provider Manuals for more information at www.phs.org/providermanuals.

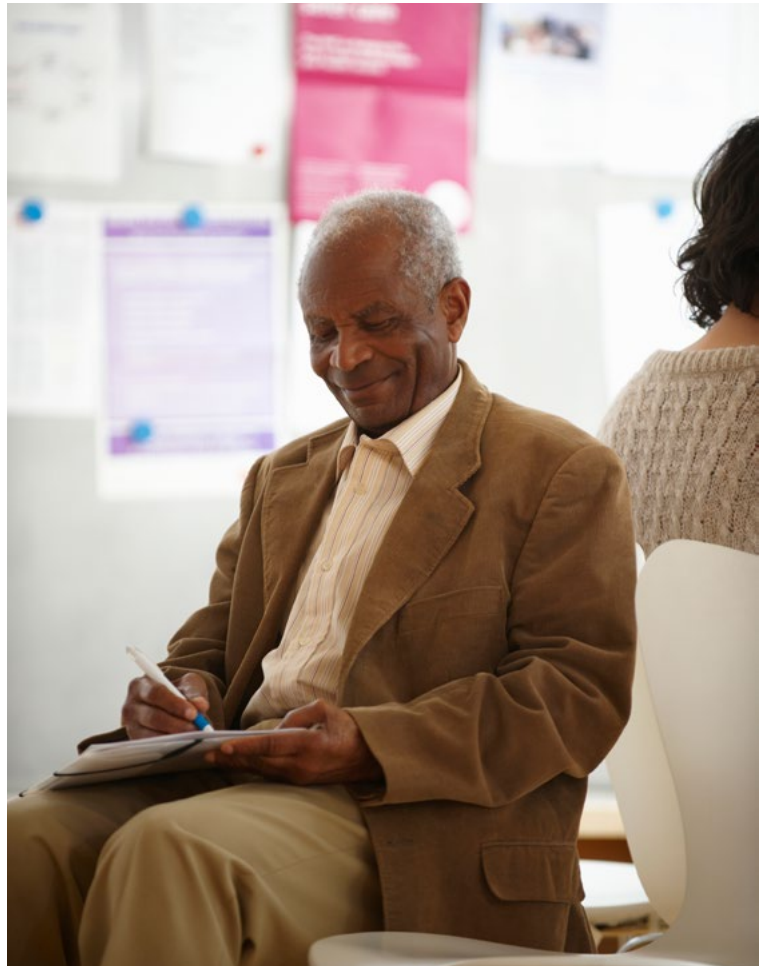
Finally, as outlined in the services agreement with Presbyterian, all providers must be credentialed with Presbyterian before seeing any Presbyterian members. All services should be billed under the rendering provider. ■

NCQA Affirmative Statement About Incentives

For more than 100 years, Presbyterian has maintained high-level services to ensure members receive the most appropriate care at the right time and in the best setting. One of the utilization management (UM) processes used to help members receive appropriate care is known as prior authorization, also referred to as benefit certification, concurrent review or post-service review.

UM decision making is based solely on the appropriateness of care and service and the existence of coverage. Presbyterian does not specifically reward providers or other individuals for issuing denials of coverage. Furthermore, financial incentives for UM decision makers do not encourage decisions that result in underutilization.

For more information about Presbyterian's prior authorization processes, you may refer to the Presbyterian Provider Authorization page at: www.phs.org/providers/authorizations.



Verify Provider Directory Information Every 90 Days



In accordance with the No Surprises Act, as of Jan. 1, 2022, all providers are required to verify their directory information with Presbyterian every 90 days. The next deadline is Sept. 28. There are no exemptions from this federal requirement.

Physical health providers must log in to the provider portal to make updates. They 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.

REGULATORY REMINDERS

Provider Manual Highlights

Presbyterian has two provider manuals, the **Universal Practitioner and Provider Manual** and the **Turquoise Care Practitioner and Provider Manual**. We are highlighting the following topics and citations from these manuals to ensure quick access to essential information.

Note: These manuals are an extension of the provider's contract with Presbyterian and may be accessed at <http://www.phs.org/providermanuals>.

Topic	Citations in the Practitioner and Provider Manuals and Other Sources
Advance Directives	Universal: Pages 13-16; 20-13 to 20-14 Turquoise Care: Pages 13-18; 20-12 to 20-13
Appeals and Grievances for Members and Providers	Universal/Turquoise Care: Pages 21-1 to 21-16
Clinical Operations and Continuity of Care Overview	Universal: Pages 7-13 to 7-14 Turquoise Care: Page 7-14
Clinical Practice Guidelines	Universal: Page 5-3 Turquoise Care: Pages 5-2 to 5-3 Note: Access Presbyterian's Clinical Practice Guidelines here: www.phs.org/providers/resources/reference-guides/clinical-practice-guidelines
Coverage Requirements and After-Hours Care	Universal/Turquoise Care: Page 3-4
Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Program Information and Tools	Universal: Pages 12-3 to 12-5; 13-10; 19-7 to 19-9; E-7 Turquoise Care: Pages 5-4; 12-5; 13-13; 19-8 to 19-9; E-7
Electronic Visit Verification	Universal/Turquoise Care: Pages 11-13 to 11-14

Topic	Citations in the Practitioner and Provider Manuals and Other Sources
<p>Medical Policies</p>	<p>Universal: Pages 7-12 to 7-13; 18-8 Turquoise Care: Pages 7-13 to 7-14; 18-8</p> <p>Note: Access Presbyterian’s Medical Policy Manual at: www.phs.org/providers/resources/medical-policy-manual/manual.</p> <p>View a list of updated policies at: onbaseext.phs.org/PEL/DisplayDocument?ContentID=PEL_00957317</p>
<p>Medical Record Documentation Standards</p>	<p>Universal: Pages 13-13 to 13-18 Turquoise Care: Pages 13-16 to 13-20</p>
<p>Preventive Health Guidelines</p>	<p>Universal/Turquoise Care: Pages 5-1 to 5-2</p> <p>Note: Access Presbyterian’s Preventive Health Guidelines at:</p> <ul style="list-style-type: none"> • www.phs.org/providers/resources/reference-guides/medical-pharmacy-behavioral • www.phs.org/tools-resources/member/health-wellness-information
<p>Required Discharge Plan</p>	<p>Universal/Turquoise Care: Pages 11-12 to 11-13</p>
<p>Rights and Responsibilities for Members</p>	<p>Universal: Pages 20-6 to 20-11 Turquoise Care: Pages 2-15 to 2-16; 20-4 to 20-9</p>
<p>Rights and Responsibilities for Providers</p>	<p>Universal: Pages 3-1 to 3-3; 4-1 to 4-2; 15-3; 17-3 to 17-4 Turquoise Care: Pages 3-1 to 3-3; 4-1 to 4-2; 13-4; 15-3; 17-3 to 17-4</p>
<p>Updating the Provider Directory</p>	<p>Universal: Pages 2-2 to 2-3; 18-4 to 18-5 Turquoise Care: Pages 18-4 to 18-5</p>



Presbyterian Health Plan, Inc.
Provider Network Operations
P.O. Box 27489
Albuquerque, NM 87125-7489
www.phs.org

PRESRT STD
U.S. Postage
PAID
Albuquerque, NM
Permit No. 1971

Let's **Connect**



CONTACT GUIDE:
www.phs.org/ContactGuide



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



PHONE:
(505) 923-5757



SIGN UP FOR PRESBYTERIAN EMAILS:
www.phs.org/enews