

NETWORK **Connection**



INSIDE

UPFRONT

Patient Care at the Forefront:
Preparing for CAHPS 2

TAKE NOTE

2025 Provider Education Events . . . 3
Save the Date! Breast Cancer
Screening Event on Jan. 30. 4
Stanson Health Is Replacing
Evolent/NIA for Advanced Imaging
Authorizations 4

FEATURE

Recommended Immunizations for
Adolescents Prior to Age 13 5

PROVIDER SATISFACTION CORNER

New Year, New You! A Path to
Wellness in 2025 5
NeuroFlow: A Personalized
Wellness Tool for Patients 6
The Impacts and Implications of
Provider Satisfaction 6

REGULATORY REMINDERS

New Searchable Laboratory Benefit
Management Page 7
HCA Launches New Provider
Enrollment System for Medicaid . . 7
Update Provider Directory. 8

LET'S CONNECT 8

2025 Practitioner and Provider Manuals Are Now Available

The Presbyterian provider manuals have been updated for 2025 and can be accessed online. The Universal Practitioner and Provider Manual covers all of Presbyterian's programs, policies and guidelines, while the Turquoise Care Provider Manual provides detailed information specific to Presbyterian's Turquoise Care programs and requirements. The manuals are updated as necessary throughout the year.

These manuals are an excellent resource and serve as an extension of the provider's contract with Presbyterian. In the manuals, you can find instructions for:

- Submitting medical, behavioral and pharmaceutical prior authorization requests and exception requests based on medical necessity
- Contacting Presbyterian Healthcare Services staff to discuss prior authorization requests and utilization management issues
- Obtaining or requesting utilization management criteria

The provider manuals may be accessed at www.phs.org/providermanuals.

2025 Practitioner and Provider Manual
Your guide to Presbyterian programs, policies and procedures



2025 Practitioner and Provider Manual
Your guide to Presbyterian programs, policies and procedures



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

Patient Care at the Forefront: Preparing for CAHPS

Starting this March, a random sample of Medicare Advantage members will receive the Consumer Assessment of Healthcare Providers and Systems (CAHPS) annual survey. CAHPS is a tool used by the Centers for Medicare & Medicaid Services (CMS) to measure patient satisfaction with care. Survey results comprise part of the star ratings that CMS assigns to Medicare Advantage plans — and those star ratings have major impacts on a healthcare organization's financial and reputational standing.

CAHPS takes a straightforward, honest look at how patients feel about the care they receive. From the waiting room to the examination table to the administrative office, all of us who serve Presbyterian members can do our part to make patients feel seen, heard and cared for.

To help providers understand how Medicare patients may be asked to rate their performance, let's take a closer view of certain parts of the survey:

Care Coordination – Past CAHPS surveys have asked questions to determine how often a patient's provider did the following over the course of the last six months:

- Followed up with test results in a timely manner
- Had medical records and other pertinent information on hand during visits
- Talked about the prescription medicines the patient takes
- Helped manage and coordinate the patient's care
- Seemed informed and up to date on the patient's specialty care

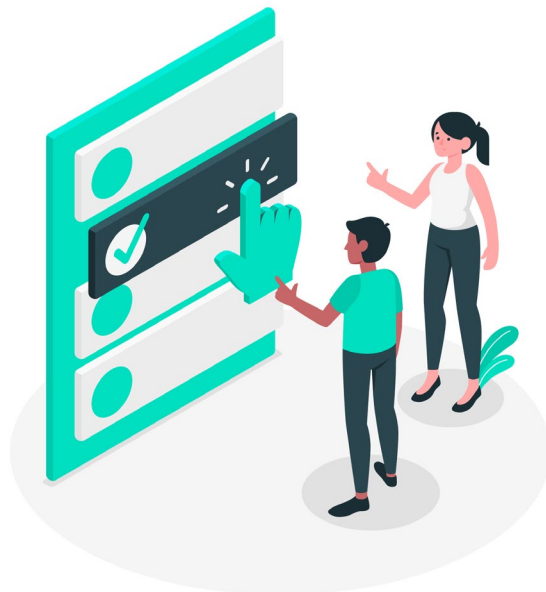
Survey respondents were then given answer options of never, sometimes, usually and always.

In the fast-paced doctor's office, it can be difficult to keep up with care coordination. However, there are ways to improve organization and engagement. For example, can the doctor carve out time before appointments to get familiar with each patient's history? Other suggestions include informing patients when they can expect test results, asking how they would prefer to be contacted, and inquiring if they need assistance with getting care or filling prescriptions.

Annual Flu Vaccines – CAHPS respondents will likely be asked if they've received a flu shot since July 1 of the previous year. It's important to inform patients of the benefits of getting annual flu vaccinations and, when possible, to eliminate any barriers to access. Lastly, adherence and recall might improve by reviewing patients' vaccination history during visits and thanking patients for getting their recommended shots.

For more examples of CAHPS content, please view this 2024 Medicare survey tool: <https://ma-pdpcahps.org/globalassets/ma-pdp/current-data-collection-materials/2024/english/2024-english-ma-pd-mail-survey.pdf>. If you have questions about CAHPS, please reach out to feedback@phs.org.

Thank you for all that you do every day to deliver high-quality care and uphold member satisfaction.





Provider Education 2025

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.

In-Person Provider Education Conference

 **March 14 (ABQ), March 21 (Las Cruces),**  **Register: phs.swoogo.com/2025PEC**
March 28 (Roswell), April 4 (Farmington)

For more information on these in-person conferences, access the link above.

All contracted physical health, behavioral 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

 **Thursday, Feb. 13, 1 to 2:30 p.m.**  **Join Online: phs.swoogo.com/bhcir25**

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

Behavioral Health Town Halls

 **Monday, Feb. 17, 1 to 3 p.m.**  **Join Online: phs.swoogo.com/bhtownhalls25**

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: phpn.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.

Children in State Custody (CISC) Extended Provider Network Training

 **Available year-round on demand**  **Register: <http://www.phs.org/providertraining>**

Presbyterian is working to build a robust enhanced provider network to treat CISC members. To join this network, providers are required to complete a series of CISC trainings and attest to their completion.

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

TAKE NOTE

Save the Date! Breast Cancer Screening Event on Jan. 30

You are invited to attend our campaign kick-off and screening event: "Happy Birthday! There's a lot of firsts at 40! But none as important as your first screening mammogram."

This event is being planned by Advanced Imaging, LLC/High Resolution with assistance from Presbyterian Health Plan, Presbyterian Cancer Care and the American Cancer Society.



What: Breast cancer screening event to include: screening mammogram, physician speakers, vendors, music, photo booth and more

When: Thursday, Jan. 30, 2025, from 2 to 5 p.m.

Who: Presbyterian providers, Presbyterian and High Resolution patients, Presbyterian Health Plan members

Where: Presbyterian Rust Medical Center Physician Office Building (POB), 2nd floor atrium and High Resolution Suite

Why: To highlight the importance of starting mammogram screenings at age 40 and to promote the new imaging center within the Rust POB

We hope to see you there! ♥

Stanson Health Is Replacing Evolent/NIA for Advanced Imaging Authorizations

Presbyterian has partnered with Stanson Health (Stanson) to improve our Radiology Benefit Management program. Effective Jan. 1, 2025, Stanson will replace Evolent/NIA for advanced imaging authorizations in the non-emergency outpatient setting.

Evolent/NIA will still be used for spinal surgery authorizations. Providers are also reminded that Optum Care Network of New Mexico (Optum) administers all authorization requests for Presbyterian Medicare Advantage members who are assigned to an Optum-employed primary care provider (PCP) or whose PCP is participating with Optum's Independent Provider Association network.

We want to ensure that providers have a clear understanding of Stanson and changes to the prior authorization process:

Authorization Process: Ordering providers will be required to obtain prior authorization from Stanson for advanced outpatient diagnostic imaging studies. Ordering providers will continue to have the option to submit requests for advanced imaging services by web, phone or fax.



Resources: To log in or access resources like a user guide and clinical criteria, go to php.careportal.com. ♥

Recommended Immunizations for Adolescents Prior to Age 13

The National Committee for Quality Assurance (NCQA) recommends that adolescent children, prior to age 13, receive one meningococcal vaccine, one Tdap vaccine and the entire HPV vaccine series.

These vaccines can be discussed beginning at age 9 and then completed after the child's 12th birthday. It is critical that parents and guardians understand the importance of their child receiving these disease- and cancer-preventing (in the case of HPV) vaccines.

If patients have barriers, Presbyterian can help. We offer transportation services for Turquoise Care members to non-emergent medical and behavioral health services. Members can call (505) 923-6300 or use the free Itineris Passenger app to schedule rides at least 48 hours in advance of medical appointments.



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

These guidelines help the kids of New Mexico to grow up healthy. 

PROVIDER SATISFACTION **CORNER**

New Year, New You! A Path to Wellness in 2025

The start of a new year is the perfect time to help patients set their sights on a commitment to better health. The Path for Wellness programs teach patients how to eat better, build healthy habits and improve their overall health.

Healthy Weight and Diabetes Prevention are available to Presbyterian Turquoise Care members. These programs use behavior change science to support participants with managing weight and sustaining weight loss. Each program is led by registered dietitians and lifestyle coaches who provide interactive support, regular check-ins and guidance for realistic goal setting.

- **Healthy Weight Program:** One-on-one health coaching by phone and app messaging, webinars and other online content. Best for patients who need flexibility and more personalized support
- **Diabetes Prevention Program:** Online or phone group sessions at set days and times, led by CDC-trained lifestyle coaches. Best for members who like online group interaction and can stick to a schedule over a 12-month period

Path for Wellness is accepting new participants — refer your patients today!

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

PROVIDER SATISFACTION CORNER

NeuroFlow: A Personalized Wellness Tool for Patients

NeuroFlow is a population health engagement tool that connects patients to health information, self-guided exercises, tailored resources and support services offered through Presbyterian Health Plan. 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:

- Customized 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, resources and more
- Daily tools, activity trackers and in-app validated assessments

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.

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

or use the QR code below to download the app:



The Impacts and Implications of Provider Satisfaction

Analysis of the Presbyterian Provider Satisfaction Survey and related research reveal several findings that suggest physicians may be more effective in their work if they are professionally satisfied. There is also an association between physician satisfaction, the quality of care that they provide and patient satisfaction. Provider dissatisfaction may contribute to poorer patient adherence, for example.

Provider satisfaction is essential for many reasons, including:

- **Provider well-being.** Providers' physical and mental health must be safeguarded and supported. Healthcare, with an emphasis on care, involves everyone in the system from physicians to office staff to patients. All must be given the opportunity to thrive
- **Improved patient outcomes.** When physicians are satisfied with the work they do, they are more likely to be highly effective, which can lead to better patient outcomes
- **Patient retention.** When patients remain with a physician for a longer period of time, treatment plans are followed, which improves patient outcomes and increases revenue for the physician's practice
- **Patient compliance.** In addition, when treatment plans are followed, this helps to reduce health complications, hospital readmissions and mortality. These outcomes, in turn, help to reduce healthcare costs
- **Attracting new patients.** A physician's character could be a valuable factor in attracting new patients



Our network compliance and quality analysis team continues to identify trends in the annual Provider Satisfaction Survey — and to search for actionable ways to improve provider satisfaction. With a focus on continuous improvement, we will soon share more detailed findings and organizational responses to the 2024 survey.

New Searchable Laboratory Benefit Management Page

The Presbyterian provider website now features a new page dedicated to the Laboratory Benefit Management (LBM) program. An alphabetical listing of the current policies enforced in the LBM program and other related resources, such as an FAQ, can be found here:

<https://www.phs.org/providers/resources/medical-policy-manual/lbm>.

Presbyterian launched the LBM program on July 1, 2024, with the goal of providing high-quality healthcare at affordable costs. The purpose of each LBM policy is to help providers comply with correct billing guidelines for the screening in question (e.g., cervical cancer screening, folate testing).



Helpful tip: You can use the search bar on the provider website to not only look for keywords or terms found on each page, but also to search within documents posted on the provider site. This allows viewers to search for titles, references and more found on this page and in the LBM policies themselves. ▀

HCA Launches New Provider Enrollment System for Medicaid

The New Mexico Health Care Authority (HCA) and the Medical Assistance Division (MAD) have launched a new provider enrollment system for Medicaid. Providers can enroll, reverify, recertify and update their records at [YES.NM.GOV](https://www.hca.nm.gov).

To create an account to access the system, follow the directions found here: <https://www.hca.nm.gov/wp-content/uploads/Creating-a-New-Account-in-Yes-NM-for-Providers.pdf>.



REGULATORY **REMINDE**RS

REMINDER: 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 April 1. 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.

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/enews