

Network Connection

Information for Presbyterian Healthcare Professionals, Providers and Staff



MAY 2020

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Join us for the 2020 Provider Education Conference & Webinar Series



Presbyterian invites providers to its annual 2020 Provider Education Conference and Webinar Series, which includes in-person conferences and live webinars that feature an interactive platform providers can use to ask questions and receive feedback. Please view the list of available training events to identify one that works with your schedule.

Note: Some event dates and locations are still to be determined (TBD).

2020 Provider Education Conference & Webinar Series Schedule

In-person Conferences	Webinars
Thursday, Sept. 3, 9 a.m. – noon Rev. Hugh Cooper Administrative Center Albuquerque, New Mexico	Wednesday, June 24 9 – 11 a.m.
Date TBD – morning session Location TBD Las Cruces, New Mexico	Thursday, June 25 12 – 2 p.m.
Date TBD – afternoon session Location TBD Las Cruces, New Mexico	Wednesday, Dec. 16 9 – 11 a.m.
Date TBD – morning session Location TBD Farmington, New Mexico	Thursday, Dec. 17 12 – 2 p.m.
Date TBD – afternoon session Location TBD El Paso, Texas	

Register online: phs.swoogo.com/2020PEC

As a reminder, these education events are for all contracted healthcare professionals, providers and staff, including physical health, behavioral health and long-term care providers. Providers only need to attend one training event annually.

If you have questions about the scheduled training events, please contact your Provider Network Operations relationship executive. You can find his or her contact information at www.phs.org/ContactGuide.

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



Reminder: Complete 2020 Presbyterian Dual Plus Training

Presbyterian Dual Plus is a Health Maintenance Organization Special Needs Plan (HMO D-SNP) for individuals who are eligible for both Medicare and full or partial Medicaid benefits. Presbyterian would like to remind providers that the 2020 Presbyterian Dual Plus training is now available, and providers are encouraged to complete this training as soon as possible.

Below are the main features of this training:

- It is designed to meet the medical, behavioral and long-term care needs of eligible members.
- Contracted providers who render services to Presbyterian Dual Plus members are required to complete and attest to receiving Presbyterian’s Dual Plus training every year.
- The self-guided, 30-minute online training module is available on the Presbyterian website at phppn.org.

Please note that office staff **cannot** complete the training on behalf of the provider.



Join Indian Health Services and Tribal Conversations

Presbyterian invites providers and office staff to join one of Presbyterian’s quarterly conversations for Indian Health Services and Tribal providers. Please view the list of available training events to identify one that works with your schedule.



2020 Indian Health Services and Tribal Conversations Schedules

Date	Time
Thursday, June 25	1 – 2:30 p.m.
Thursday, Sept. 24	10 – 11:30 a.m.
Thursday, Dec. 17	1:30 – 3 p.m.

Register online: phs.swoogo.com/IHS2020

Participation is limited to 25 call-in lines per session. This will help us engage each provider and receive valuable feedback. We also dedicate time for questions and answers.

If you would like multiple staff members to participate, please only use one phone to call in as a group. If you have questions, please contact Provider Network Operations’ Indian Health Services Relationship Operations executive, Loren Allison, at (505) 923-8289 or lallison3@phs.org.

Pharmacy Prior Authorization Process Overview

Presbyterian's prior authorization process is designed to help prevent members from receiving services and medications that are not medically necessary. This ensures that Presbyterian members receive the right care in the most cost-effective setting. Presbyterian would like to remind providers that effective Jan. 1, 2020, New Mexico Law requires providers to use the New Mexico Uniform Prior Authorization (PA) form. Providers can use the following links to access the form:

- To complete and submit the form online, please use this link: www.phs.org/providers/authorizations/Pages/default.aspx.
- Use this link to complete a printed form and fax it to Presbyterian at (505) 923-5540 or 1-800-724-6953. <http://docs.phs.org/idc/groups/public/%40phs/%40php/documents/phscontent/wcmdev1001068.pdf>.
- For more information regarding the law that requires providers to use the New Mexico Uniform PA form, please visit the following link: nmlegis.gov/Legislation/Legislation?Chamber=S&LegType=B&LegNo=188&year=19.

Providers are strongly encouraged to submit PA requests directly to Presbyterian using one of the methods noted above, rather than utilizing a third party to submit PA requests. PA requests submitted via third parties frequently do not include pertinent medical records needed to review the request or

the correct fax number for the provider. We require providers' direct fax number to send important communications, such as PA approval/denial information and requests for additional information when we cannot reach them by phone.

Presbyterian makes most PA decisions within 24 (urgent/expedited) to 72 hours (standard) of receiving the request, unless additional information is needed.

An urgent request may only be requested when the 72-hour review timeline may seriously jeopardize the life or health of the member. The requesting provider will receive a fax with notification of the decision, which is another reason it is important that providers include an accurate fax number on the PA form.

If providers have any questions, they are encouraged to contact the Pharmacy Services department at (505) 923-5757.



Reminding Providers of NCQA HEDIS Measures

The National Committee for Quality Assurance Healthcare Effectiveness Data and Information Set (NCQA HEDIS®) has a comprehensive set of standardized performance measures designed to ensure patients and members have reliable information to compare health plans. Presbyterian would like to remind providers of the Follow-up After Hospitalization for Mental Illness (FUH) measure that assesses adults and children 6 years of age and older who were hospitalized for treatment of selected mental health disorders and had an outpatient visit, an intensive outpatient encounter, or a partial hospitalization with a mental health practitioner.

Reported Rates:

- The percentage of discharges for which the member received a follow-up appointment within seven calendar days of discharge.
- The percentage of discharges for which the member received a follow-up appointment within 30 calendar days of discharge.

Please note that seven-day follow-up appointments also count toward the 30-day follow-up measure.

Why it matters:

- Approximately one in four adults in the US suffer from mental illness each year, and nearly half will develop at least one mental illness in their lifetime.
- There are more than 2 million hospitalizations each year for mental illness in the U.S.
- Patients hospitalized for mental health issues are vulnerable after

discharge and follow-up care by trained mental health clinicians is critical for their health and well-being.

- When successfully managed, the transition from inpatient to outpatient support allows providers to monitor patient safety.
- Early follow-up visits maximize the coordination between settings and reduces the likelihood of readmission, incidents of suicidal ideation, and suicide attempts and completions.

What is needed?

- Refer Presbyterian members who were discharged from inpatient hospitalization for mental illness to a mental health practitioner within seven days of discharge. If they have missed the seven-day follow-up appointment, then please attempt to schedule a visit to ensure the patient receives an appointment within the 30-day follow-up measure.
- Educate members on the importance of follow-up appointments, medication side effects and suicide risk assessment. Members who are hospitalized for any reason need to see their doctors as soon as possible post-hospitalization.
- Reach out to members who have not kept initial follow-up appointments and reschedule the appointment within 30 days of hospitalization discharge.
- Review provider office triage system to identify calls from hospital discharge planners

to ensure appointments for hospitalized members are scheduled.

- Refer members to Presbyterian Care Coordination services for additional assistance.

Reminders:

- Mental health practitioners include the following:
 - Psychiatrists.
 - Psychologists.
 - Licensed clinical or master-level social workers.
 - Registered nurses licensed to practice as psychiatric or mental health nurses in New Mexico.
 - Marital and family therapists.
 - Licensed professional counselors.
- Visits that occur on the date of discharge **do not** count toward this measure.
- Primary care provider appointments **do not** count toward this measure.
- A telehealth visit with a principle diagnosis of a mental health disorder **will meet** criteria for a follow-up visit.

The Presbyterian Health Plan Quality Performance Improvement department is focused on the safety and health of its members and supports provider healthcare delivery and quality. We hope this information about the published guidelines is helpful to you.

For questions, please contact the Quality Performance Improvement department at (505) 923-5017 or by email at PerformanceImp@phs.org.

Improving the Member Experience with the Provider Directory

Presbyterian's online provider directory is one of the tools that helps ensure members have access to the care they need, when they need it. This tool empowers enrolled and prospective members to identify primary or specialty care providers who meet their needs.

The online provider directory is only a meaningful tool if it's accurate and up to date. For this reason, Presbyterian needs your help ensuring that provider directory profiles and records are as accurate and current as possible. Presbyterian's Real-Time Updates platform makes it easy for providers to update their profiles and records. Please see below for guidance on using our Real-Time Updates platform:

- Providers can access the Real-Time Updates platform by logging on to the myPRES Provider Portal at www.phs.org/mypres.
- Providers' access to the platform depends on their provider type (i.e., individual provider, provider group, or facility).
- Providers who are listed as individual providers have automatic access to the platform.
- Providers who are listed as groups or facilities must delegate a staff member to make updates on their behalf.
- Providers can verify their provider type by contacting their Provider Network Operations relationship executive, whose contact information can be found at www.phs.org/ContactGuide.
- Providers can access additional guidance on using the platform, including frequently asked questions, by visiting www.phs.org/DirectoryUpdate.

Please note that providers who actively use the Real-Time Updates platform to manage their information will receive fewer calls from Presbyterian's Provider Network Operations department to verify their demographic information.

Presbyterian appreciates providers' assistance in keeping the directory information accurate and up to date. Together, we can reduce frustration, confusion, and uncertainty experienced by patients and members because of incorrect provider directory information. Thank you for helping us improve the patient and member experience.



EPSDT Program Overview

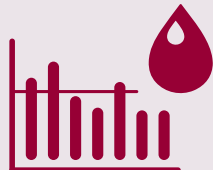
The Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Program is Medicaid’s comprehensive and preventive child health program for individuals under the age of 21. Children may experience numerous health issues and developmental delays that should be assessed as part of routine preventive care. Early detection and treatment can avoid or minimize the effects of many childhood conditions. EPSDT emphasizes the need for comprehensive care and the early discovery of health or developmental concerns.

EPSDT Screening Schedule: Tot-to-Teen Well-child Checkups

Presbyterian follows the New Mexico Medical Assistance Division’s periodic health check schedule and the federal EPSDT screening schedule. New Mexico Medicaid and the Centers for Medicare & Medicaid Services (CMS) certification requirements are met when the documentation in provider records indicates that EPSDT screenings were conducted based on the recommended schedule. The EPSDT periodic health check schedule allows for a total of 25 screenings that are encouraged at the intervals outlined in the following table:

Babies	Children	Youth
Birth	15 months	13 years
1 month	18 months	14 years
2 months	24 months	15 years
4 months	3 years	16 years
6 months	4 years	17 years
9 months	5 years	18 years
12 months	6 years	19 years
	8 years	20 years
	10 years	
	11 years	
	12 years	

Screenings may be performed at intervals other than as described on the schedule or in addition to those on the schedule. Additional EPSDT program information is available on the CMS website at <https://www.medicaid.gov/medicaid/benefits/epsdt/index.html>.



Blood Lead Level Screening

CMS updated its Medicaid lead screening policy for children eligible for EPSDT services. Federal and state Medicaid regulations require that all children enrolled in Medicaid be tested at 12 months and again at 24 months of age. Children between the ages of 24 months and 72 months of age who were not previously screened must receive a screening blood lead test. Completion of a risk assessment questionnaire does not meet the Medicaid requirement and does not count as a lead screening. For more information, please visit <https://www.medicaid.gov/medicaid/benefits/epsdt/lead-screening/index.html>.

CMS recognizes that lead continues to be a problem for a small share of low-income children. While substantial improvements have been made to reduce children’s exposure to lead, New Mexico has low blood lead level (BLL) screening test rates, even among children covered by Medicaid. Additional information on blood lead levels in New Mexico can be found at <https://nmhealth.org/about/erd/eheb/clppp/>.

PRESBYTERIAN WORD SEARCH

T U L R J Q C C T N D G J Q T L W Q Y A
Y E G A E A N O V W A J W U P E R N D M
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Testing

Conversations
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TALK TO US

Send your questions or comments to Presbyterian's
Provider Network Operations department:



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www.phs.org/ContactGuide



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Readership Survey

We appreciate receiving your feedback. Please use the link below to let us know how you think we can improve our newsletter and any topics you would like to read about in future issues.

<https://www.surveymonkey.com/r/PHPnewsletter>