

Network Connection

Information for Presbyterian Healthcare Professionals, Providers and Staff

MAY 2021



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

Transgender Patient Care 101

Transgender and gender nonbinary patients can suffer from numerous inequities in physical and mental health, as well as limited access to healthcare services. This free training opportunity, Transgender Patient Care 101, can help providers learn more about topics facing the transgender and gender nonbinary community, and how they can better support their patients.

This is training for both clinical and non-clinical staff and is designated for 2.0 American Medical Association Physician's Recognition Award (AMA PRA) Category 1 Credits.

By the end of the training, providers will be able to:

- Identify terminology used by the transgender community to learn how to speak respectfully to transgender and gender nonbinary individuals.
- Differentiate between an individual's gender, sex, and their sexual orientation.
- Describe appropriate ways to discuss healthcare-related topics with transgender and gender nonbinary individuals.

- Summarize the measurable imperative of providing culturally informed care to transgender and gender nonbinary individuals.
- Explain the common barriers to care for transgender patients.

Providers and staff may choose to attend either a two-part training session in August or a single training in May or November.

One-part Sessions (attend only one session):	
Monday, May 17	3 - 5 p.m.
Thursday, Nov. 11	3 - 5 p.m.
Two-part Session (must attend both sessions):	
Tuesday, Aug. 3	12 - 1 p.m.
Tuesday, Aug. 10	12 - 1 p.m.

Providers can register for the training that best fits their schedule at <https://phs.eeds.com/>. If providers have questions, then they can contact the Presbyterian medical education manager, Lilan Lawrence-Metzler, at llawrence@phs.org or (505) 563-8029.

Presbyterian Healthcare Services designates this live activity for a maximum of 2.0 AMA PRA Category 1 Credits™

2021 Annual Provider Training Events Overview

Presbyterian offers a variety of informative and useful trainings to ensure members receive the most appropriate care in the most cost-effective setting. Below is an overview of the 2021 training events Presbyterian is offering providers. Please note that some trainings are required as identified in the following overview.

Provider Education Conference & Webinar Series

All contracted physical health, behavioral health and long-term care providers and staff are invited. Providers are only required to attend one of these trainings each year.

Training Date	Training Times	Training format and/or location	Registration Link
Wednesday, June 16	9 - 11 a.m.	Webinar	https://phs.swoogo.com/2021PEC
Thursday, June 17	12 - 2 p.m.	Webinar	
Thursday, Sept. 16	9 a.m. - 12 p.m.	Webinar	
Friday, Sept. 17	12 - 2 p.m.	Webinar	
Wednesday, Dec. 15	9 - 11 a.m.	Webinar	
Thursday, Dec. 16	12 - 2 p.m.	Webinar	

Presbyterian Dual Plus Training

All contracted providers who render services to Presbyterian Dual Plus members are required to complete this training. Office staff cannot complete the training on behalf of the provider.

Training Dates and Times	Training format and/or location	Registration Link
Available 24 hours a day, seven days a week throughout the year.	Online, self-guided training module.	phppn.org

Indian Health Services and Tribal Conversations

All contracted physical health, behavioral health and long-term care providers and staff are invited.

Training Date	Training Times	Training format and/or location	Registration Link
Thursday, June 24	2 - 3:30 p.m.	Webinar	https://phs.swoogo.com/IHS2021
Thursday, Sept. 23	2 - 3:30 p.m.	Webinar	
Thursday, Dec. 16	2 - 3:30 p.m.	Webinar	

Behavioral Health Critical Incident Reporting

All behavioral health providers are required to participate in annual Critical Incident Reporting training as part of the provider contract. This training is also mandated by the Human Services Department.

Training Date	Training Times	Training format and/or location	Registration Link
Tuesday, June 15	1 - 2:30 p.m.	Webinar	https://magellanhealth.zoom.us/j/2475010370
Thursday, Aug. 19	1 - 2:30 p.m.	Webinar	https://magellanhealth.zoom.us/j/2475010370
Wednesday, Nov. 10	1 - 2:30 p.m.	Webinar	https://magellanhealth.zoom.us/j/2475010370

If you have questions about the upcoming trainings, please contact your Provider Network Operations relationship executive. Contact information can be found at www.phs.org/ContactGuide.

Provider Incentives for Closing Gaps in Care

The National Committee for Quality Assurance Healthcare Effectiveness Data and Information Set (NCQA HEDIS®) is one of healthcare's most widely used performance improvement tools. About 191 million people are enrolled in plans that report NCQA HEDIS results. Presbyterian offers incentives and pay-for-performance programs to providers who meet health initiatives that ensure members receive recommended screenings and services pertinent to their health based on NCQA HEDIS measures.

When a member or patient is missing a screening that is considered necessary by NCQA HEDIS, this is known as a gap in care. To help close gaps in care, Presbyterian collaborates with providers and generates Gaps in Care lists to identify members and patients who need one of the following services:

- Recommended screening(s)
- Preventive screening(s)
- Recommended interventions
- Medication(s) for chronic conditions

To request more information or discuss any intervention and/or opt in to receive Gaps in Care lists, please call or email the Performance Improvement department at (505) 923-5017 or performanceimp@phs.org.

Monoclonal Antibody Therapy for COVID-19 Patients

Monoclonal antibody therapy is approved under the Federal Drug Administration (FDA) Emergency Use Authorization (EUA) for administration to high-risk COVID-19 patients with symptom onset within the last 10 days of diagnosis. This investigational treatment may reduce progression to severe disease, hospitalization, and even death by up to 70%. There is no adequate, approved and available alternative to monoclonal antibody therapy for patients who are experiencing mild to moderate COVID-19 symptoms and who are at high risk for progressing to severe COVID-19 symptoms and/or hospitalization.

Presbyterian is one of New Mexico's designated sites to offer bamlanivimab and/or casirivimab/imdevimab, a one-dose monoclonal antibody treatment. Additional New Mexico sites offering monoclonal antibody treatment can be found at covid.infusioncenter.org.

Who is eligible for this therapy?

This treatment is for non-hospitalized COVID-19 patients who have mild to moderate chronic conditions and are at high risk of COVID-19 progression and/or hospitalization. Patients must be 12 years old or older and weigh at least 88 pounds.

In addition, patients must **also have least one of the following conditions:**

- Body mass index (BMI) greater than or equal to 35
- Chronic kidney disease
- Diabetes
- Immunosuppressive disease
- Currently receiving immunosuppressive treatment
- 65 years old or older
- 55 years old or older **and** have at least one of the following:
 - Cardiovascular disease
 - Hypertension
 - Chronic obstructive pulmonary disease/other chronic respiratory disease

- 12 to 17 years old **and** have at least one of the following:
 - BMI greater than or equal to the 85th percentile for their age and gender (based on Centers for Disease Control and Prevention growth charts)
 - Sickle cell disease
 - Congenital or acquired heart disease
 - Neurodevelopmental disorders (e.g., cerebral palsy)
 - A medical-related technological dependence (e.g., tracheostomy, gastrostomy, or positive pressure ventilation that is not related to COVID-19)
 - Asthma, reactive airway or other chronic respiratory disease that requires daily medication for control

Who is not eligible for this therapy?

Patients are not eligible for treatment if more than 10 days have passed from COVID-19 symptom onset, or for those who:

- Were previously hospitalized due to COVID-19
- Require oxygen therapy due to COVID-19
- Require an increase in baseline oxygen flow rate due to COVID-19 or are on chronic oxygen therapy due to an underlying non-COVID-19 related comorbidity

If you have questions regarding eligibility of a patient, please call (505) 291-2626.

How do I refer a patient to Presbyterian for this therapy?

If a patient is determined to be eligible, you can refer them to Presbyterian by faxing a completed referral form and supporting documents to Presbyterian Infusion Services at (505) 355-7158. The referral form and instructions can be found at: www.phs.org/covid19/Pages/monoclonal-antibody-therapy.aspx.

FEATURE

Help Us Keep Members' Out-of-Pocket Costs Low

Did you know that many common tests, treatments and procedures that are performed in a hospital can also be provided in more convenient and lower-cost locations? When certain procedures are done outside of a hospital-based facility, patients and members can save money on out-of-pocket costs.

Savings Opportunities

Service	Hospital Facility Average Claim Cost	Potential Savings at Lower-Cost Location	Potential claim savings at Lower-Cost Location
Orthopedic (joint) procedures	\$5,357	40%	\$2,143
Colon Screening	\$1,417	65%	\$921
Diagnostic Imaging	\$1,320	50%	\$660
Lab Work	\$261	65%	\$170

How Can Members Start Saving?

Presbyterian is committed to ensuring members can access the care they need, when they need it, at the lowest out-of-pocket cost. To achieve this, Presbyterian provides members with education and a Cost Transparency Tool to help them understand their care options and identify a lower-cost site of service location that meets their healthcare needs. Members may access the Cost Transparency Tool online at www.phs.org/tools-resources/patient/Pages/cost-of-your-care.aspx.

Presbyterian also relies on its provider partners to help guide members to accessible and cost-effective care. To help providers navigate these conversations with their Presbyterian patients and refer them to lower-cost service locations, we developed a Site of Service resource that lists the lower-cost service locations for each region in New Mexico. To view this list and find more information regarding lower-cost service locations, please visit our Site of Service website at www.phs.org/providers/resources/reference-guides/Pages/site-of-service.aspx.



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LABORATORY IMAGING SERVICES AMBULATORY SURGERY CENTER HOSPITAL

Save time and money by choosing where you receive care.

Presbyterian Is Listening to Provider Feedback

Presbyterian would like to thank providers for their responses to our annual provider satisfaction survey. Your sincere feedback is a gift, and we are listening. Based on provider responses, Presbyterian identified several opportunities to improve service excellence. To address providers' most pertinent concerns, Presbyterian is focusing on the following opportunities for improvement:

- Simplifying the process for resolving claims issues to eliminate the need for multiple inquiries
- Reviewing our pharmacy formulary for availability, variety and ease of ordering prescriptions
- Increasing the frequency and quality of our contacts with provider offices

To improve the provider experience related to claims and eliminate the need for multiple inquiries, Presbyterian formed a special analytics team to research and evaluate claims issues, determine root cause analysis, and improve communication to providers. Presbyterian also assembled an action team that is focused on improving the end-to-end provider experience as it relates to the formulary and ordering prescriptions. This action team is currently re-evaluating the Presbyterian formulary and the ease of ordering prescriptions.

New Prior Authorization Tools

In November 2020, Presbyterian upgraded its prior authorization (PA) tools to enable providers to submit medical PA requests online. Since then, Presbyterian has noticed an increase in web traffic to the new PA tools and has received many compliments from providers and office staff about how easy the upgraded PA tools are to use.

To submit a medical PA online, log into the myPRES Provider Portal at www.phs.org/mypres. Providers and

office staff can also quickly check if a medical PA is needed without signing into the provider portal by visiting <https://prescoverage.phs.org/ac/>.

Provider Education Conference

The Provider Network Operations department has a new and improved presentation designed for the Provider Education Conference. Because visiting provider offices and staff in person is difficult during the pandemic, we are striving to ensure our electronic interactions and web-based education sessions are lively, informative and help providers stay informed on recent developments that may affect their practice.



PHP Medical Prior Authorization Check

Date & Time: 4/7/2021, 2:30:56 PM

1 Providers are required to obtain prior approval for specific services before rendering a service. Use the search tool to determine if prior authorization is required by entering the code or name of the service. Please note that the Presbyterian Health Plan prior authorization requirements are subject to change.

Search Services

🔍

1 Select Service Below to Check Authorization Requirements.

Code	Service
3E0J30M	Introduce Monoclonal Antibody in Bil/Panc Tract, Perc
3E0J70M	Introduce Monoclonal Antibody in Bil/Panc Tract, Via Opening
3E0A30M	Introduce Monoclonal Antibody in Bone Marrow, Perc
3E0600M	Introduce Monoclonal Antibody in Central Art, Open
3E0630M	Introduce Monoclonal Antibody in Central Art, Perc
3E0400M	Introduce Monoclonal Antibody in Central Vein, Open
3E0430M	Introduce Monoclonal Antibody in Central Vein, Perc
3E0Q00M	Introduce Monoclonal Antibody in Cran Cav/Brain, Open
3E0Q30M	Introduce Monoclonal Antibody in Cran Cav/Brain, Perc
3E0Q70M	Introduce Monoclonal Antibody in Cran Cav/Brain, Via Opening

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Presbyterian Is Listening

Provider feedback is of great importance in driving our culture of service excellence. We truly appreciate responses to our provider satisfaction surveys and engagement in our education conferences. Thank you for helping us identify and improve in the areas that are most important to you.

REGULATORY REMINDER

EPSDT Program, Well-child Visits and Lead Testing

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 State of New Mexico Medical Assistance Division's health check periodicity schedule as well as the Federal EPSDT screening schedule. Both New Mexico Medicaid and the Centers for Medicare and Medicaid Services certification requirements will be met if documentation in provider records shows that EPSDT screens have been conducted based upon the periodicity schedule noted below. The EPSDT health check periodicity schedule allows for a total of 25 screens.

Screenings are encouraged at the following intervals:

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
	9 years	
	10 years	
	11 years	
	12 years	

Screenings may be performed at intervals other than as described on the periodicity schedule or in addition to those on the periodicity schedule.

Additional EPSDT program information is available on the CMS Website at the following link: www.medicaid.gov/medicaid/benefits/epsdt/index.html.



Lead Level Screening in Children

The Centers for Medicare & Medicaid Services (CMS) has updated its Medicaid lead screening policy for children eligible for EPSDT services. Both federal and state Medicaid regulations require that all children enrolled in Medicaid are tested at 12 months old and again at 24 months old. Children between the ages of 24 months and 72 months old must receive a screening blood lead test if they have not been previously screened. Completion of a risk assessment questionnaire does not meet the Medicaid requirement and does not count as a lead screening. For more information, visit the following link: 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 screening test rates, even among children covered by Medicaid. You can find additional information on blood lead levels in New Mexico at <https://nmhealth.org/about/erd/eheb/clppp/>.

Shaping the Member Experience through the Provider Directory

The online provider directory is one of the most important tools available to members to navigate Presbyterian's network of providers. The directory is often used by prospective members to research the health plan. Enrolled members use the directory to look for a provider with whom to make an appointment or to ask for a referral from their primary care provider (PCP). It is also a tool for providers to refer members to another in-network provider for specialty care or follow-up appointments.

Refine Your Search
▼

Provider Name

Keyword

Provider Type

Primary Care (235)

Specialist (371)

Specialties

Acupuncture (1)

Addiction Medicine (2)

Audiology (1)

Bariatric Surgery (2)

Bariatrics (7)

Behavioral Health (42)

Breast Surgical Oncology (5)

We need your help to ensure that provider directory profiles and records are as accurate as possible. Together, we can reduce frustration, confusion, and uncertainty experienced by patients and members because of incorrect provider directory information.

The easiest way to verify and make needed updates is to log on to the myPRES Provider Portal at www.phs.org/mypres and use the Real-Time Updates platform. Your access to the platform will be based on your provider type (i.e., whether you are registered as an individual provider, a provider group or a facility). If you are unsure of your status, please send an email to providerdemo@phs.org for verification.

Providers who are listed as groups or facilities must delegate a staff member to make updates on their behalf. Individual providers have automatic access to the real-time updates platform. Providers who actively use the real-time platform to update their information will receive fewer calls from Presbyterian's Provider Network Management department to verify their demographic information. For directions on how to use the new platform or how to select a delegate, please refer to the frequently asked questions at www.phs.org/DirectoryUpdate.

Introducing the Baby Bonuses Program

Presbyterian is pleased to announce a new incentive program available to Presbyterian Centennial Care members who are parents or caregivers. It's called Baby Bonuses, and it provides gift card rewards to members who complete six well-baby visits before the baby is 15 months old and two additional well-baby visits before the baby is 30 months old. This helps ensure our youngest members receive the right care at the right time.

Like well-child visits, well-baby visits are an essential part of the general health and development of infants and ensure they receive regular checkups as they grow older. These visits are used to help monitor their health, track their growth, administer timely vaccinations, and identify any potential health concerns as early on as possible so that a successful care plan can be quickly developed and implemented. Providers are encouraged to talk with their patients about the importance of healthy infant development and regular well-baby visits.

Presbyterian's Quality Performance Improvement department is also available to speak with providers' clinical teams to help them learn more about the Baby Bonuses program and how Presbyterian members with new babies can enroll. To reach the Presbyterian Quality Performance Improvement department, call (505) 923-5017 or email Performancelmp@phs.org.

PRESBYTERIAN WORD SEARCH

Y P A R E H T D X F P U T Y H F F S I I
P I N O Z B I Z L M E A C C E B X E S M
B L E O G I G L U C O S R E I H S N O P
G X E A Y N R C J Y A A I N T C D N H R
S F I B E C S U M I E E E Z U J O E R O
B Z A N R E Z O E S K E P L O C I D M V
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S H I X C T N A R R E T N O C E M U C M
A D A O H I Q G E S S J N O H G L O K E
T I E N T V P Z D O S A A Z E E K G Y N
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S H I W A S D K E P E T B J K H V K Y N
F Y B K E G M R G R A T I T U D E C R K
A N C D H P A J S B O W I T P V P Z O K
C W V A I C W L N A U P I D F O V C T R
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I M S R G R S E R V I C E E I V D J E D
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TRANSGENDER
MONOCLONAL
THERAPY
GRATITUDE
INCENTIVES

SERVICE
TRANSPARENCY
SATISFACTION
PHARMACY
BABY

CHECKUP
DIRECTORY
IMPROVEMENT
SEARCH
HEALTHCARE

TALK TO US

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



CONTACT GUIDE:
www.phs.org/ContactGuide



PHONE:
(505) 923-5757 or (505) 923-5141



MAIL:
PO Box 27489
Albuquerque, NM 87125-7489
Attn: Provider Network Operations

Let Us Know Your Thoughts

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.

www.surveymonkey.com/r/PHPnewsletter