

PROVIDER nh healthy families. *bulletin*



VOL. 7, NO. 1 - SPRING 2022

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nh healthy families.

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Commitment to Communication

From your Provider Relations Team

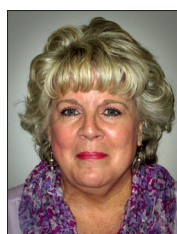
I'd like to take a moment to remind our provider network of the responsibilities under the Americans with Disabilities Act and the importance of access to medical care for individuals with mobility disabilities.

Accessibility of doctors' offices, clinics, and other health care providers is essential in providing medical care to people with disabilities. Due to barriers, individuals with disabilities are less likely to get routine preventative medical care than people without disabilities. Accessibility is legally required, and it is important medically so that minor problems can be detected and treated before they advance into major and possibly life-threatening problems.

The ADA requires access to medical care services and the facilities where the services are provided. Title III of the ADA covers private hospitals or medical offices as places of public accommodation. Title II of the ADA covers public hospitals and clinics and medical offices operated by state and local governments as programs of the public entities. Section 504 covers any of these that receive federal financial assistance, which can include Medicare and Medicaid reimbursements. The standards adopted under the ADA to ensure equal access to individuals with disabilities are generally the same as those required under Section 504.

Availability of accessible medical equipment is an important part of providing accessible medical care, and doctors and other providers must ensure that medical equipment is not a barrier to individuals with disabilities. I have included a link to learn more about the ADA, https://www.ada.gov/medicare_mobility_ta/medicare_ta.htm.

As always, we thank our provider partners for working with NH Healthy Families members and the extended community.



In good health,

Jennifer Kent Weiner
Vice President, Network Management
NH Healthy Families

Provider Disability Access

This initiative helps provide equal access to quality health care and services that are physically and programmatically accessible for our members with disabilities and their companions. You can help improve the accuracy and transparency of provider disability access data in directories by self-reporting at: https://cnc.sjc1.qualtrics.com/jfe/form/SV_1AYNP5CHA5G3gGO.

Thank you!



Please fill out the criteria below and return one form for each Group Practice/Clinic/Service location where you serve members.

Entity Name	<input type="text"/>
Provider Type	<input type="text"/>
TIN (ex:123456789)	<input type="text"/>
Entity NPI, if applicable (ex:1234567890)	<input type="text"/>
Location Address Line 1 (Street Address Only)	<input type="text"/>
Location Address Line 2, if applicable (i.e. Building, Suite, Box, Department, Floor)	<input type="text"/>
Location City	<input type="text"/>

Notification of Pregnancy (NOP) Provider Incentive Program Termination

The provider incentive portion of the Notification of Pregnancy (NOP) program will be terminated effective 7/1/2022 due to low volume of provider engagement and duplicate submission by the member.

It is recommended that providers continue to submit a NOP on behalf of the member but will no longer receive a monetary incentive for notification. NH Healthy Families will instead focus on the member incentive portion of the program which will include enhancing outreach methods to use electronic (email) notification for more accurate and timely member outreach methods.

All NOP forms submitted through June 30, 2022, that meet eligibility requirements will be processed and paid according to the program outline.

For more information, please contact Provider Services at **1-866-769-3085**.

Pulse Oximeter Program

NH Healthy Families recently implemented the Pulse Oximeter Program with provider partners. The devices monitor discharged patients with a COVID-19 diagnosis. The initiative supports the care of COVID-positive individuals by allowing patients to discharge home sooner and self-monitor.



“We at Lamprey Health Care received pulse oximeters from NH Healthy Families to be given to our patients during the COVID pandemic. It was very helpful not just for patients with COVID to monitor their oxygen saturations, but also patients with pulmonary ailments such as COPD. By being able to monitor their oxygen saturations at home, these patients were able to avoid needing to seek emergency care unless their oxygen saturations started going down. This was a very thoughtful gesture from NH Healthy Families and a great partnership in providing care to our patients”.

– Vasuki Nagaraj MD, MPH, FAAFP,
Chief Medical Officer at Lamprey Health Care

IMPORTANT UPDATE FOR YOUR PATIENTS IN NEW HAMPSHIRE

The only meter with
Blood Sugar
Mentor™



OneTouch Verio Flex®

OneTouch Verio Reflect®

Effective March 1, 2022

OneTouch® products are sole preferred* for NH Healthy Families

With the OneTouch® brand, your patients get:

- Meters designed to make testing easy and help them manage their diabetes
- The lowest copay on the most health plans†

Prescribe OneTouch® meters with confidence.

Always indicate OneTouch Verio® test strips on your Rx pad or in your ePrescribing system.



* **Sole-Preferred:** For most plans, the only product available on the preferred list, usually covered at the lowest co-payment or co-insurance.
† Some health plans may have more than one brand available at the lowest co-pay. The information provided is not a guarantee of coverage or payment. Actual benefits are determined by each plan in accordance with its respective policies and procedures.
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Practical Application of the ASAM Criteria Training

NH Healthy Families is pleased to be able to offer the following Substance Use Disorder training on May 27, 2022. This training is a live webinar.

Training: Practical Application of the American Society of Addiction Medicine (ASAM) Criteria Webinar

Date: May 27, 2022

Time: 2:30pm – 3:45pm EST

Please join us for *Practical Applications of the ASAM Criteria* with Dr. Charles Jin and Dr. Wendy Welch.

During the presentation, participants will learn about the effectiveness of addiction treatment, the validity of the ASAM Criteria, and using the ASAM criteria in clinical practice. Participants will also engage in a discussion of the ASAM criteria and utilize a case presentation.

Please use the link below to register, at no cost, for the Practical Application of the ASAM Criteria training with Dr. Charles Y Jin and Dr. Wendy Welch offered Friday, May 27, 2022, from 2:30 PM - 3:45 PM EDT: <https://attendee.gototraining.com/r/1188118393668717058>

After registering you will receive a confirmation email containing information about joining the training.

No Continuing Education (CE) credits are available for this event.



Prior Authorization Update: Effective June 1, 2022

In an effort to ensure NH Healthy Families members with substance misuse are receiving the right care, at the right time, and in the most appropriate setting, NH Healthy Families will be implementing prior authorization on the following **substance misuse or substance use disorder services for Medicaid effective June 1, 2022.**

H0010	Medically Monitored Residential Withdrawal Management (ASAM Level 3.7-WM)
894-897 (DRG codes)	Medically Managed Inpatient Hospital Withdrawal Management (ASAM Level 4-WM)
H2034-U4	Low-Intensity Adolescent (ASAM Level 3.1)
H2034	Low-Intensity Adult (ASAM Level 3.1)
H0018-U4	Medium- Intensity Adolescent (ASAM Level 3.5)
H0018	High-Intensity Adult (ASAM Level 3.5)
T1006	Specialty Residential Services for Pregnant & Parenting Women
H2036-HH	Partial Hospitalization Services (ASAM Level 2.5)
H0015	Intensive Outpatient Services

For providers most impacted by this change, NH Healthy Families is committed to providing further education and support.

Prior authorization can be requested through the Secure Portal or by completing the forms on nhhealthyfamilies.com and faxing to the health plan. You can also use the Pre-Auth Needed Tool located on the NH Healthy Families website under Provider Resources to check authorization requirements.

We understand the importance of easy access to care, and we are committed to ensuring our prior authorization requirements continue to be appropriate and efficient. Please contact Provider Services with any questions at **1-866-769-3085**.

FOR YOUR
NH HEALTHY FAMILIES
PATIENTS!



Be a Mental Health Champion!

Many people have experienced mental health challenges. In fact, one in five children ages 13-18 have, or will have, a serious mental illness. You are not alone.

A Mental Health (MH) Champion raises awareness for mental health, reduces stigma, and provides support and hope to those in need. By becoming a MH Champion you can empower and encourage others to talk openly about mental health and being a MH Champion is easier than you think!

To be a MH Champion any NH Healthy Families member aged 12 to 20 can:

- Participate in a qualifying MH related training, program or activity and submit the attestation form found on the NH Healthy Families website. NH Healthy Families members who submit a valid attestation will also earn \$50 in My Health Pays®* rewards.
- Take the NH Healthy Families pledge to become a MH Champion and you will receive a free MH Champion T-Shirt!

For full details, to take the pledge or download an attestation form visit the NH Healthy Families

Website: <https://www.nhhealthyfamilies.com/members/medicaid/benefits-services/mental-health-champion.html>

*Some restrictions and limitations apply. Each Member can earn up to \$250 in cash and non-cash services through June 30 each year.



Questions?

- 📞 **1-866-769-3085** (TDD/TTY: 1-855-742-0123) or
- 📧 visit [NHhealthyfamilies.com](https://www.nhhealthyfamilies.com) or email MH_Champion@centene.com

Confirm Your Coverage Today

Be sure to **verify your Medicaid eligibility or you'll risk losing your coverage**. You can continue your current coverage if your eligibility is confirmed. Learn more at nheasy.nh.gov.

No longer qualify for Medicaid? We have a plan for that. You can still get comprehensive, affordable coverage for you and your family.



For Individuals and Families:

Marketplace coverage through Ambetter at Ambetter.NHhealthyfamilies.com



For Individuals 65 and Over

(not available in all areas):

Medicare Advantage coverage through Wellcare at Wellcare.com/en/New-Hampshire



UPDATE Corner



Call NH Healthy Families Provider Services at **1-866-769-3085** if you have any questions or concerns about these changes.



Pharmacy Updates:

Visit NHhealthyfamilies.com for the latest changes to our Pharmaceutical Policies and Formulary that may affect your patients.

If you have any questions, call Provider Services at **1-866-769-3085** and ask for the Pharmacy team.



Provider Updates:

You can find the complete list of Provider Update Notifications at NHhealthyfamilies.com under "Provider News"

- [NIA Interventional Pain Management \(IPM\) & Cardiac-Related Procedures Expansion Effective July 1, 2022](#)
- [Payment & Clinical Policies Effective June 1, 2022](#)

Thank you for your continued support of our members and being a partner in our network.

NH Healthy Families PROVIDER SERVICES: **1-866-769-3085**, Monday to Friday 8 a.m. to 5 p.m.
Ambetter from NH Healthy Families: **1-844-265-1278**

Like us on Facebook and Twitter to stay in touch with initiatives and happenings around the state. #NHhealthy  