



PARTNERSHIP IN PRACTICE



QUALITY

VOL. 8, NO. 2 - SUMMER 2023

Improving Quality Measures – It’s a Partnership

Working in partnership with our providers, we adhere to national standards for health care quality. Utilizing these quality measures, our goal is for our members to achieve their highest level of health. Did you know NH Healthy Families has programs that assist members to get the care they need?

To the right is a list of key quality measures and NH Healthy Families programs related to each measure.

Other ways to improve quality measure scores:

- Include CPT II codes to provide additional details and reduce medical record requests
- Submit a claim/encounter data for each and every service rendered
- Make sure that chart documentation reflects all services billed
- Respond timely to medical record requests
- Submit supplemental data throughout the measurement year
- Speak with members about any barriers to adherence

Please share this information with your staff.

QUALITY MEASURE	NH HEALTHY FAMILIES
PPC - Prenatal – Prenatal care in the first trimester of pregnancy	<ul style="list-style-type: none"> • Member reward 1st & 2nd trimester (\$100/\$50) • Start Smart For Baby Program (SSFB) for health coaching throughout pregnancy and the year following childbirth • Emails to members about the member reward and SSFB program
PPC - Postpartum – Postpartum visit between 7 and 84 days after delivery	<ul style="list-style-type: none"> • Email and Text reminders to schedule appt. • Transportation to appointments • Follow up call from SSFB ensuring Post Partum visit scheduled/help with scheduling if needed
Lead Screening – At least one lead blood test on or before the child’s 2nd birthday	<ul style="list-style-type: none"> • Reward for having one or two tests completed before two years old (\$20 per test) • Text reminder to have test completed • Lead Free Me books to members at 15 months
WCV –at least one comprehensive well-care visit each year for children ages 3-21	<ul style="list-style-type: none"> • Kicks for Kids raffle for ages 12-17 • Member Reward for having well visit (\$30) • Text reminder to schedule exam for ages 12-17
HBD - Adults 18-75 with diabetes under control (A1c <8.0%)	<ul style="list-style-type: none"> • Reward for having A1c completed (\$30) • Text reminder if diabetic and no A1c for 1 year • Diabetes Education & Care management support • Transportation to appointments
CBP - Adults 18-85 with HTN diagnosis, whose BP is adequately controlled (BP < 140/90 mm Hg)	<ul style="list-style-type: none"> • Care Management Support • Transportation • Text reminder if no B/P for one year
APP - Children and Adolescents on Antipsychotics who received psychosocial care as first-line treatment prior to starting medication	<ul style="list-style-type: none"> • Care management support • Help with finding Behavioral Health Therapist • Support during treatment from dedicated Behavioral Health Staff • Resources for ongoing support
POD – Pharmacotherapy for Opioid Use Disorder that continues for at least 180 days	<ul style="list-style-type: none"> • Reminder calls about prescription renewal and care management support

Be In the Know: Important Member Feedback on Health Topics

During member interviews conducted in Fall 2022, NH Healthy Families received feedback on the health topics below that we would like to share with you.

HEALTH TOPIC	WHY IT IS IMPORTANT	HOW YOU CAN HELP	MORE INFORMATION
Reproductive health education for women with intellectual disabilities	The Centers for Disease Control and Prevention (CDC) indicates that although women with Intellectual Disabilities report similar rates of sexual activity as women without a disability, they may receive limited sexual and reproductive health education.	Feedback from the local focus groups revealed that providers and parents often do not understand the range of issues to be addressed with the sexual and reproductive health of special needs populations. In particular, providing parents with education and support about STIs and pregnancy prevention, managing menstruation, and routine screenings would be beneficial.	Advice on how to effectively have this conversation with patients is available from the CDC at this link: https://www.cdc.gov/ncbddd/disabilityandhealth/materials/communicating-with-female-patients.html
Talking with parents and teens about birth control and flu shots	Participants reported relying on their mother to answer health questions and make health care decisions. Teens may be hesitant to have open and honest conversations about birth control with their health care providers because of fears around confidentiality. Along the same line, parents with adolescents may need advice on how to talk about birth control with their teen child in a way that shows understanding and respect.	Tailor conversations to address reasons for hesitancy around flu vaccines and birth control and provide science-based information in plain language. When a person's PCP recommends getting a flu shot, it is shown to increase the chances that the person gets vaccinated.	The CDC has tools and resources that can help. There are materials for teens, parents/guardians, and providers. https://www.cdc.gov/teenpregnancy/parent-guardian-resources/ https://www.cdc.gov/teenpregnancy/teens/index.htm https://www.cdc.gov/teenpregnancy/health-care-providers/index.htm https://www.cdc.gov/vaccines/hcp/admin/educating-patients.html
Chlamydia Screening	Chlamydia is a common sexually transmitted infection (STI), and it is often asymptomatic. Routine screening of women is an important step in preventing serious complications from developing.	Nearly half of participants said their provider did not recommend a routine Chlamydia screening. Of the participants who had been recommended to be tested, all had done so. This suggests that provider recommendations are a vital aspect of ensuring regular screening for STIs.	Please see the article on the next page.

Sexual Health: Chlamydia Screening

Why It's Important:

Chlamydia is the most frequently reported bacterial sexually transmitted infection in the United States. These infections can lead to pelvic inflammatory disease, infertility, ectopic pregnancy and chronic pelvic pain.

Screening:

The CDC recommends yearly screening of all sexually active women younger than 25 as well as older women with risk factors.

Annual Physical Exam: The best time to conduct screenings is at yearly physicals. It is recommended that chlamydia be included with the series of routine labs that are ordered during the annual physical visit. Providers should order an annual chlamydia screening for female patients between the ages of 15 (who turn age 16 by December 31 of the measurement year) and 24 who are present in the office for any of the following reasons:

- Any time a urine screening is performed
- Pregnancy testing
- Contraception services
- Prior history of sexually transmitted infections
- Annual well visit
- Prior history of sexual abuse or assault
- Don't always use a condom

CPT Codes: 87110 (Urinalysis Screening), 87270, 87320, 87490, 87491, 87492, 87810

Best Practice Tips:

- Send out different types of reminders for appointments (e.g.: mail, email, birthday text, and calls).
- Submit accurate claims/encounter data for each service rendered in a timely manner
- Utilize HEDIS Resource [website](#).
- Develop a policy which describes how chlamydia will be addressed by all employees at the practice. Consider selecting a CHL Testing Champion who will help implement the process to meet practice quality standards.



TALKING POINTS

Be prepared to explain the rationale for the testing. Providers should provide STI prevention counseling and make a note in the chart to routinely test for chlamydia and other sexually transmitted infection.

"I am going to ask you a few questions about sexual health. I ask everyone these questions, as they are important to understand your health. Everything you tell me is confidential. Will that be okay?"

"I would like to order some routine screenings for you. Based on what you have shared today, I would like to include a routine screening for Chlamydia/(STIs). Would that be okay with you?"

"As part of our annual screenings, we would like to test your urine/swab/vagina for Chlamydia/STIs. Because Chlamydia is very common and many people don't even have symptoms, we like to screen at least once a year. Will that be okay?"

"At this point in the visit I generally ask some questions about sexual health and discuss screenings for sexually transmitted diseases like Chlamydia. Will that be okay?"

"You can call the office at any time. We will schedule an appointment to talk to you about sexual health and screenings."

- Make your patient feel comfortable and establish rapport before asking sensitive questions.
- Rephrase your questions or briefly explain why you are asking if a patient seems reluctant to answer.
- Ensure that you and your patient share an understanding of the terms being used to avoid confusion. If you are not familiar with a term your patient uses, ask for an explanation.
- Use standardized, easy-to-understand language to ask sexual history questions and ask those questions in the same way each time. Consider adding sexual history assessment questions to ensure consistent phrasing.
- Inform patient that conversations about sexual health can be difficult but are an important part of routine care.
- Assess your own comfort discussing sex with various patient groups and identify any biases that you may have. If you are uncomfortable talking about sex and sexuality, your patient will be too.
- Avoid making assumptions about your patient based on age, appearance, marital status, or any other factor. Unless you ask, you cannot know a person's sexual orientation, behaviors, or gender identity.

References

[NY Preventive Care Booklet \(slide 10\)](#)
[USPSTF-U.S Preventive Services Task Force](#)
[CDC Sexually Transmitted Disease Screening Recommendations](#)
[Talking Chlamydia- Advice for Clinicians](#)
[Normalizing Chlamydia Screening- How to Talk to Patient](#)

Redetermination Updates

For the past two years, we have been working with DHHS and many of our provider and community partners to help the Medicaid community redetermine their health coverage. Following are a few of the events we have planned. If your office would like to host a redetermination event, please contact your Provider Relations representative.

Scheduled events with providers & partners (DHHS attending):

- August 18: Wentworth Douglass-Seacoast (Green to Go event)
- August 29: Families in Transition (Healthy Hour event)
- August 3- 31 (5 events) Dartmouth Hitchcock Hospital, Lebanon (Redetermination tables)
- August 9 – September 27 (2X month) Manchester Food Pantry: (Healthy Hour events)
- September 18: Bistate, Plymouth (Green to Go event)



2022 Physicians Summit Award: Dover Pediatrics

Since 2007, the Centene Health and Quality Foundation has recognized outstanding local physicians who are providers for our local health plans. Physician winners are selected by the local health plan based on providing high quality care to our members and being a good partner with the health plan.

Dr. David Rich has been chosen as the recipient of the 2022 Physicians Summit Award. The program acknowledges the extraordinary efforts physicians make to provide quality care and clinical excellence to their patients. The Physician Summit Award honorees are Primary Care Physicians who, compared to their peers, have demonstrated exemplary performance in the following areas: pediatric care, routine preventative care, well-care services and establishing a medical home for new enrollees.

NH Healthy Families wishes to congratulate Dr. Rich and his staff for a well-deserved honor.



Pictured (left) is Valerie Cooley, Provider Quality Liaison from NH Healthy Families and (right) Dr. David Rich from Dover Pediatrics.

COMMUNICATION OUTREACH		
Email communications		
Direct mail (postcards/letters)		
SMS (Text) campaigns		
POM (Robo calls) campaigns		
Paid media/radio spots		
Live telephonic outreach		
Inbound call center contacts		
IVR messaging		
Social media campaigns		
Provider flyers		
Provider outreach		
Care Management engagement		
OUTREACH STATISTICS		
	Outreach attempts made to date (as of June 2023):	686,781
	Electronic:	369,679
	Direct Mail:	37,418
	POM:	66,882
	Live Telephonic:	163,280
	Provider:	49,522

Provider Advisory Board

NH Healthy Families hosts a Provider Advisory Board once per quarter on Tuesday evenings from 5:30-6:30pm. This committee showcases representation from a broad spectrum of provider types and aims to ensure accurate and timely feedback on our MCO program and performance. We are looking to recruit new provider members! If you are interested in learning more about the Provider Advisory Board or becoming a member, please reach out to Renee Allen, Supervisor, Provider Relations at Renee.Allen@centene.com.

Kicks for Kids!

Eligible ages: 12-17 years old

How it works:

When a NH Healthy Families Medicaid teen member visits their pediatrician for a well child exam any time in 2023 they will be entered to win a **\$100 Nike® gift card***!

Drawings will be held monthly, a total of 10 Nike® gift cards* per month.

(Teens who have already completed their well child visit for 2023 have been entered in the first drawings. Winners will be notified by email.)

There's no form to fill out or raffle entry to complete, they will automatically be entered just by completing their well child visit with their pediatrician.

Remember, with My Health Pays® rewards they will earn \$30* just for going to their well child visit!

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



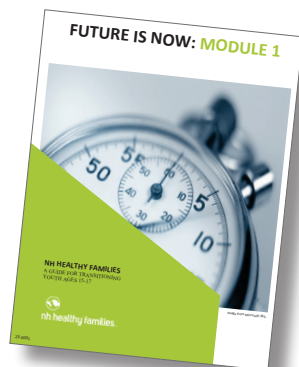
The FUTURE IS NOW Program

Do you have a NH Healthy Families Medicaid patient between the ages of 15-17 who wants to be more prepared as they transition into becoming an adult?

They can enroll today in one or all three of our Future is Now coaching programs, and \$50* for each module they complete. Modules consist of Managing Money, Social Supports, and Managing Your Health.

To enroll, your NH Healthy Families Medicaid patient can contact the Member Connections team at **1-866-769-3085** or email NHHFCAREMANAGEMENT@centene.com to get started.

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



FUTURE IS NOW





Member Reward Reminders

NH Healthy Families members earn rewards every year for healthy behaviors through our My Health Pays® program. Below is just one example of rewards our members can earn each year.

Health Risk Assessment (HRA) Completion

The [HRA](#) is a set of questions our members can complete in 10 minutes. It allows us to understand how to help our members with their healthcare needs. Members can earn \$20* every year for completing their [HRA](#)!



See all the My Health Pays® Rewards [here](#).

Let your patients know about the 2023 HRA Challenge!

NH Healthy Families members who complete their yearly Health Risk Assessment (HRA) in 2023 will be entered to win a \$100 Amazon gift card*! The challenge consists of four quarterly drawings throughout 2023.

NH Healthy Families members who have already completed their HRA in 2023 are automatically entered for our first quarterly drawing. Winners will be notified by email.

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

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"

- [Harm Reduction 101 and Naloxone Administration Training](#)
- [Clinical Practice Guidelines – Children with Special Needs Survey Attached](#)
- [Prior Authorization Update with New Century Health: Effective September 1, 2023](#)
- [Opioid Rapid Response and Pain Management ECHO Program for Clinicians](#)

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**

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