



# Provider BULLETIN



nh healthy families.

1-866-769-3085  
NHhealthyfamilies.com

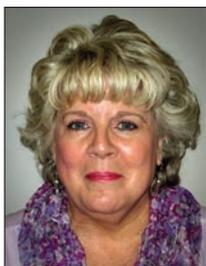
2 Executive Park Drive  
Bedford, NH 03110

2019 Vol. 4, No. 4

(APRIL 2019)

## Commitment to Communication

From your Provider Relations Team



Dear Providers:

As you may know, NH Healthy Families was recently chosen by the State of New Hampshire to continue providing Medicaid benefits and value added services to New Hampshire residents. On behalf of NH Healthy Families, I want

to thank each of you for partnering with us to deliver the highest-quality service to our members, with the focus of *whole person care!*

You also help us in our commitment to continuous improvement. With that in mind, I would like to invite you to be part of our Provider Advisory Board. This group meets quarterly for one hour, assisting NH Healthy Families by providing feedback on our programs and processes. If you are interested in joining, please contact Michelle Dodge at **603-263-7254**.

We are excited to announce the 2019 Incentive Model for Provider Assessed Condition Tracking (IMPACT) P4P program. The IMPACT P4P program is designed to support your outreach to members for annual visits and condition management, which will help us better identify members who are eligible for case management programs. We'll be

communicating more about IMPACT in the coming weeks.

On June 1, our CentAccount® program name will change to My Health Pays™. In addition to the name change, there will be program enhancements that further incentivize our Members to practice healthy habits. Page 4 of this bulletin provides an initial overview with more updates coming in future issues.

Finally, you'll see on page 5, our Vision Van is returning to New Hampshire May 13-15. It will stop at three locations in the state, providing screenings and offering free prescription glasses and readers to those who need them. The Vision Van is part of our Gateway Services category that provides social supports to communities throughout the state. We hope that you will encourage patients who could benefit from this service to join us at one of our locations.

If you have questions about any of the information in this bulletin, please contact your Provider Relations representative.

In good health,

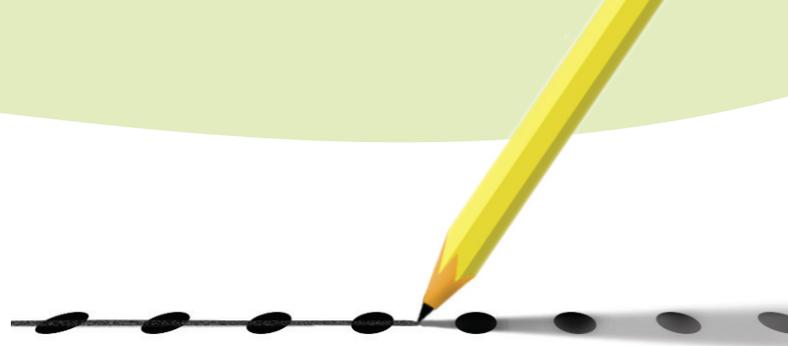
Jennifer Kent Weiner  
Vice President, Network Management  
NH Healthy Families

# Start Smart for Your Baby<sup>®</sup>

In partnership with our provider network, NH Healthy Families is committed to improving maternal and infant health. The Start Smart for Your Baby<sup>®</sup> (SSFB) program aims to improve obstetrical and pediatric care services and reduce pregnancy-related complications, premature deliveries, low birth weight deliveries, and infant disease.

The SSFB program incorporates the concepts of care management, care coordination, disease management, and health education in an effort to improve the health of mothers and their newborns. The program's multi-faceted approach to improving prenatal and postpartum care includes enhanced member outreach, wellness materials, intensive care management, provider collaboration, and support of the appropriate use of medical resources.

In addition, NH Healthy Families members are eligible for a three (3) month supply of prenatal vitamins at no cost. You can find the Prenatal Vitamin Order form on our website under "forms" on the [Provider Resources page](#).



## Care Managers Connect the Dots

Care managers are advocates, coordinators, organizers and communicators. They are trained nurses and practitioners who can support you and your staff, as well as your patients.

### **Support and Communication**

A care manager's goal is to promote quality, cost-effective outcomes by supporting patients and their caregivers. They are often assigned by the health plan to a member when the member's condition needs complex coordinated care that the member may not be able to facilitate on his or her own. A care manager connects the member with the healthcare team by providing a communication link between the member, his or her primary care physician, the member's family and other healthcare providers such as physical therapists and specialty physicians.

### **On Your Team**

Care managers do not provide hands-on care, diagnose conditions or prescribe medication. **The care manager helps a member understand the benefits of following a treatment plan and the consequences of not following the plan outlined by the physician.** In this way, they become the eyes and ears for the healthcare team, and a resource for physicians, the member and the member's family.

Our team is here to help your team with:

- Non-adherent members
- New diagnoses
- Complex multiple co-morbidities
- Social and economic hardships such as food and shelter.

Providers can directly refer members to our case management group. Providers may call **1-866-769-3085** for additional information about the case management services offered by NH Healthy Families.



# You're working to treat opioid misuse. Let us help.

## Register today for a FREE training to treat Opioid Use Disorder (OUD)

and qualify for the waiver to prescribe buprenorphine.

Buprenorphine is the first at-home therapy to treat OUD and offers great potential for expanding treatment.\* Buprenorphine also has been proven to be a clinically effective therapy for OUD in populations including pregnant women. It's an essential tool for you to be even better equipped to treat OUD in your community.

**NH Healthy Families is sponsoring a FREE training for providers to qualify for the waiver to prescribe buprenorphine. This training will be conducted by the American Society of Addiction Medicine (ASAM).\*\* It includes:**

- ✓ Four hours of online training at your own pace
- ✓ Four hours of live, interactive training from 9:30 a.m. – 2:00 p.m. (ET)  
You can participate in one of three ways:
  1. In person: Travel to Centene in St. Louis, MO
  2. Join us at our NH Healthy Families Bedford Office for live streaming (includes complimentary lunch)  
Must RSVP one week prior to training at [NH\\_Healthy\\_Families\\_RSVP@centene.com](mailto:NH_Healthy_Families_RSVP@centene.com)
    - Please use the following in your email subject line: Provider Training
    - Please include your training date
  3. Attend remotely by streaming the training on your device

March 29, 2019 • **June 28, 2019** • September 13, 2019 • November 8, 2019

The three dates in *green* feature curriculum designed for women's health providers in partnership with the American College of Obstetricians and Gynecologists (ACOG).

### And you'll also get for FREE:

- ✓ Continuing Medical Education Available
- ✓ A copy of the ASAM *National Practice Guideline*
- ✓ A reference guide and other clinical resources



### TO REGISTER:



Visit:

[NHhealthyfamilies.com/  
ASAMtraining](https://NHhealthyfamilies.com/ASAMtraining)

\*Saloner, Brenden, Stoller, Kenneth B., Alexander, G. Caleb. "Moving Addiction Care to the Mainstream — Improving the Quality of Buprenorphine Treatment." *The New England Journal of Medicine* 379.1. (2018): 4. Web. 10 Nov. 2018.  
 \*\*ASAM is an approved provider by CSAT/SAMHSA of DATA 2000 training.  
 \*\*\*Substance Abuse and Mental Health Services Administration. (2017). Key substance use and mental health indicators in the United States: Results from the 2016 National Survey on Drug Use and Health (HHS Publication No. SMA 17-5044, NSDUH Series H-52). Rockville, MD: Center for Behavioral Health Statistics and Quality, Substance Abuse and Mental Health Services Administration. Retrieved from <https://www.samhsa.gov/data/>.

# Starting June 1, CentAccount® Will Have a New Name, My Health Pays™



You can earn *my*healthpays™ REWARDS from NH Healthy Families when you complete healthy activities!



## START EARNING TODAY!

- \$30** For Completing a Health Needs Assessment. Call us at 1-866-769-3085 (TDD/TTY 1-855-742-0123) to complete the screening.
- \$30** For an Annual Flu Vaccine. **September–April; ages 6 months and up.** One per flu season.
- \$30** For an Annual Well Care Visit. **Ages 2 and up.**
- \$30** For Completing 6 Health Coaching Sessions for Smoking Cessation. **Ages 18 and up.**
- \$20** For Annual Comprehensive Diabetes Care. **Ages 18-75.** Must complete all of the following once in the calendar year.
  - HbA1c test
  - Kidney screening
  - Retinopathy screening (dilated eye exam)
- \$30** For an Annual Breast Cancer Screening. **Ages 40-74.** One per calendar year.
- \$50** Notification of Pregnancy Form. **Completed within first trimester.**

**\$25** Notification of Pregnancy Form. **Completed within second trimester.**

**\$10** Postpartum Doctor Visit.\* **4-6 weeks after delivery.**

**\$30** For an Annual Prostate Exam. **Ages 50 and up.** One per calendar year.

**\$30** For 6 Infant Well Care Visits.

## IT PAYS TO STAY HEALTHY!

You can use your *my*healthpays™ Visa Prepaid Card to purchase a variety of products and services\*:

- Everyday items at **Walmart\***
- Utilities
- Telecommunications
- Transportation
- Child care
- Education
- Rent

See important information below for spending restrictions.

# VISION VAN IS COMING!



nh healthy families™



**Providing Screenings at No Cost**



**The NH Healthy Families Vision Van will be rolling through New Hampshire on May 13, 14 and 15, 2019.**

Services provided include: vision screenings, prescription glasses and readers for those who need them.

**Plus fun activities and give-aways from NH Healthy Families. Stop by at one of our locations. Here's how to find us...**

- |                     |                    |  |
|---------------------|--------------------|--|
| <b>May 13, 2019</b> | 9am-12N, and 1-4pm | <b>Coos County Family Health Services</b><br>54 Willow Street, Berlin, NH 03570          |
| <b>May 14, 2019</b> | 9am-12N and 1-4pm  | <b>Greater Tilton Area Family Resource Center</b><br>5 Prospect Street, Tilton, NH 03276 |
| <b>May 15, 2019</b> | 9am-12N and 1-4pm  | <b>Family Place &amp; Resource Center</b><br>177 Lake Avenue, Manchester, NH 03101       |

*All are welcome. First come, first served.*

**Contact us for more information at 1-866-769-3085**

# NH Healthy Families Provider Advisory Board

Did you know NH Healthy Families has a Provider Advisory Board? This board consists of a cross-section of our network, with the aim to provide a forum for us to obtain feedback on our programs, services and processes while sharing information about our upcoming events and new, innovative services.

Meetings are held on a quarterly basis and take place on the second Tuesday of the quarter. Meetings are held via teleconference, except for the last quarter which will be an in-person dinner meeting. Meetings are from 5:30 pm to 6:30 pm. If you are interested in joining, please contact Michelle Dodge at **603-263-7254**.

Please consider joining our advisory board and as always, thank you for being our partner!



## Reminder: Medicare Severity Diagnosis Related Groups (MS-DRG) Update

Thank you for your partnership with NH Healthy Families. As you know, ICD-10-CM and Medicare Severity Diagnosis Related Groups (MS-DRG) are continuously monitored and revised by CMS. Because Inpatient Prospective Payment System (IPPS) hospitals are paid based on DRGs, additions, deletions, or alterations to MS DRGs can affect hospital claim submission protocols.

Recently, CMS announced changes to the Diagnosis Related Group (DRG) coding that impacts billing for C-Sections and vaginal deliveries. In order to remain compliant with CMS coding guidelines, we are updating our billing instructions for these procedures.

Please don't hesitate to reach out to Provider Services at **1-866-769-3085** with any questions you may have.



## NH Healthy Families' Out-of- Network Helpline

This line is available **Monday through Friday from 8:00 a.m. to 5:00 p.m.** The NH Healthy Families' Out-of-Network helpline provides the option for providers to contact a member of our Health Plan staff to assist with redirection to one of our network or preferred providers. A member of our staff is ready to assist you. Please call the NH Healthy Families' Out-of-Network helpline at **1-844-699-6840**.

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  