

Provider BULLETIN



nh healthy families.

1-866-769-3085
NHhealthyfamilies.com

2 Executive Park Drive
Bedford, NH 03110

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Commitment to Communication

From your Provider Relations Team



Dear Providers:

I'm pleased to announce NH Healthy Families is the highest rated Medicaid Health Plan in New Hampshire for 2019-2020, with a score of 4.5 out of 5 stars awarded from the National Committee for Quality Assurance (NCQA).

As Fall brings the cooler weather, we're reminded that flu season is upon us. Did you know NH Healthy Families Members can earn \$25 in reward dollars through MyHealthPays™ Visa card simply for getting a flu shot? New this year, Members can use their reward dollars to pay rent, utilities, chiropractic and dental co-pays in addition to shopping for everyday items at Walmart. Read more about MyHealthPays™ [here](#).

It's not too late to register for OpiEnd training set for November 8. See page 5 of the newsletter for more information about the training and to register.

As you may have seen, our Social Determinants of Health (SDoH) team launched a new initiative to address Food Insecurity: Green to Go. The Green

to Go van distributes fresh fruits and vegetables, and nutrition and diabetes prevention education to communities throughout the state. Read about our first event on page 7.

Finally, Ambetter Open Enrollment has begun! With affordable plan options and a robust wellness program, your patients on the Health Insurance Marketplace can get healthy and stay healthy. The Open Enrollment period runs November 1 – December 15. If you would like to host an information session for the community, please contact your Provider Relations Representative.

We continue to add updates, guides and trainings to our Provider portal. Please visit there often for new tools to help make your jobs easier. If there is something you would like to see featured, or if you have questions, please contact your Provider Relations Representative, or call us at **1-866-3085**.

In good health,

Jennifer Kent Weiner
Vice President, Network Management
NH Healthy Families



FROM



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Ambetter Open Enrollment Has Begun!

Beginning Nov. 1 through Dec. 15, New Hampshire residents may select Ambetter from NH Healthy Families for healthcare coverage in all counties through the federal Health Insurance Marketplace. This year, Ambetter from NH Healthy Families continues to offer a variety of health insurance offerings that are among the most affordable in the state.

Here are some Ambetter highlights members can expect in 2020:

- 100% of New Hampshire’s acute care hospitals in network
- Three competitive plan options — Gold, Silver and Bronze,
- Ambetter Telehealth, which provides convenient, 24-hour access to in-network Ambetter healthcare providers for non-emergency health issues.
- Enhanced My Health Pays™ program. Through My Health Pays™, members can complete healthy activities and weekly challenges, and then use the points to receive up to \$500 in rewards in 2020 that can be used for merchandise, premium payments, copays and more.

A complete provider training module outlining all changes will be available on the Provider Portal soon. If you would like more information about Ambetter, please contact your Provider Relations Representative.

WE HEAR YOU

Implementing Your Good Feedback

Revised Inbound Phone Call Line

Effective July 17, 2019, NH Healthy Families has moved from a Voice Recognition system to a Touch Tone telephone system.

Callers no longer need to speak their menu option choice but can now select the menu option number.

Specifically for our provider network, the new call system includes improved “self-serve” options that will allow for an easy check on a member’s eligibility or the status of a claim without having to speak with a representative.

Claims Denials Due to Overlapping Authorization Date Spans

NH Healthy Families strives to make every interaction between the health plan and our provider partners as easy as possible. It has come to our attention that certain claims are being denied as a result of authorization date spans overlapping. In order to avoid issues moving forward, please verify date spans of previously submitted authorizations for the same service type to ensure the new request dates do not overlap causing authorization validation issues.

If the desired date span overlaps that which is currently on file, please do not submit to us via the portal. Instead, please contact the health plan by phone at **1-866-769-3085** to adjust the dates on the current authorization. This process is for renewals, additional services and authorization adjustments. Thank you for your cooperation and understanding as we work to make our process as easy as possible.



Availability of Our Providers

The availability of our network practitioners is essential to member care and treatment outcomes. We evaluate the performance in meeting these standards and appreciate you working with us to accommodate our members' clinical needs. In order to ensure appropriate care, we have adopted the availability standards below. Thank you for complying with these guidelines and providing the highest quality care for our members.

Primary and Specialty Care Access and Availability Standards:

- Urgent Care – within 48 hours of the Member's request
- Non-Urgent, Symptomatic Care – within 10 days of the Member's request
- Non-Symptomatic Care – within 45 calendar days of the Member's request
- Transitional Health Care – within 2 business days of a member's discharge from inpatient care
- Transitional Home Care – within 2 calendar days of a member's discharge from inpatient care; when ordered by a physician or a part of discharge planning
- After-Hours Care - 24 Hour Answering Service, On-Call Physician, or Referral to Emergency Room

Mental Health and Substance Use Disorder Access and Availability Standards:

- Urgent Care – within 48 hours of the Member's request
- Non-Symptomatic Care – within 10 business days of the Member's request
- Behavioral Health Non-Life Threatening Emergency – within 6 hours of the Member's request
- Aftercare appointments following a psychiatric discharge from hospital – within 7 calendar days of discharge
- After-Hours Care – 24 Hour Answering Service, On-Call Physician, or Referral to Emergency Room
- Response to Inquiries for SUD services – within 2 business days of the Enrollee or agencies request
- Conduct initial eligibility screening for SUD services – within 2 business days of initial contact with Enrollee
- Members who have screened positive for SUD shall receive an ASAM Level of Care Assessment - within 2 business days from request or 3 business days after admission
- Members identified for withdrawal management, outpatient or intensive outpatient services receive care - within 7 business days from date ASAM Level of Care assessment was completed
- Members identified for partial hospitalization or rehabilitative residential services shall start receiving interim services that are identified - 7 business days from the date the ASAM Level of Care Assessment was completed and start receiving the level of care no later than 14 business days from the data the ASAM Level of Care Assessment was completed.
- If the type of service identified in the ASAM is not available from the Provider that conducted the initial assessment within 48 hours the provider provides interim SUD services and makes a closed loop referral and continues to treat until member is accepted and starts receiving services - 14 business days from initial contact
- Pregnant women admitted to identified level of care - within 24 hours of ASAM level of care assessment, or identify alternatives or interim services until appropriate level of care is available

Imaging for Onset Lower Back Pain

About 80% of adults experience low back pain at some time in their lives. Imaging for this condition is not always the first tool for diagnosing the cause.

The AAFP recommends that patients who present with a new onset of uncomplicated lower back pain do not need to receive imaging studies within the first 6 weeks unless there are other “red flags”. Those would include progressive neurological deficits or suspicion of serious underlying conditions (AAFP, 2019).

Outcomes do not increase, but costs do. Most patients with back pain will recover within the first 6 weeks. Studies indicate there is no clinically significant difference in outcomes for patients who received imaging immediately vs those who received conservative treatment (AAFP, 2019).

Treatment options include Physical Therapy, Exercise, Hot or Cold packs, Medication management (acetaminophen, NSAIDs, counter-irritants), Spinal Manipulation among others (NIH, 2019).

Clinical Laboratory Improvement Amendments (CLIA)

Under the CLIA program laboratories must obtain certification to perform certain laboratory tests to receive Medicare or Medicaid payments. Therefore, NH Healthy Families and Ambetter from NH Healthy Families are unable to reimburse for laboratory services if an active CLIA number, that supports the service render, is not on file.

When a provider enrolls or re-credentials with our organization an update will be made to our records so that a current effective date is reflected. If your CLIA certification is updated off cycle to that you should be submitting an updated copy to NH_ProviderNetworkOperations@CENTENE.COM along with the TIN & NPI of the provider location. To prevent unnecessary claims denials it is imperative that we receive updated CLIA certificates as they become available.

Continued Access to Care

At NH Healthy Families, we work hard every day to improve the health of the people and communities we serve. NH Healthy Families thanks you for being a partner in our network as we work together to achieve this mission. As part of our partnership, we understand that you may experience changes to your roster after credentialing and/or recredentialing is completed. In an effort to keep our system and directories as up to date as possible, please inform our team as soon as you can when your roster changes. Please confirm your TIN, hospital affiliations, Member panel, and Provider email addresses. You may receive requests from us regarding any changes to your roster and to provide a Provider Change Form. The Provider Change form can be found online on the Provider Resources page at NHhealthyfamilies.com, or in the Orientation packet you received when becoming a partner in our network. We request that you please respond timely if any changes have occurred so that we may continue maintaining our Members’ access to care. Please contact your Provider Relations representative if you have any questions.



2019 - 2020

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We are proud to be rated the highest quality Medicaid health plan in New Hampshire with **4.5 out of 5** stars awarded from the [National Committee for Quality Assurance \(NCQA\)](#).

Read the full press release [here](#).

“We are proud to be the highest rated Medicaid health plan in New Hampshire. Serving our members with an exceptional level of quality and customer service is a hallmark of who we are as a health plan and is rooted in our purpose to transform the health of our community, one person at a time.”

– Jennifer Weigand, NH Healthy Families Plan President and CEO

*Source: <http://healthinsuranceratings.ncqa.org/2019/search/Medicaid>



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

Register today for a **FREE online training to treat Opioid Use Disorder (OUD)** and qualify for the waiver to prescribe buprenorphine.

November 8, 2019

Curriculum is designed for women's health providers in partnership with the American College of Obstetricians and Gynecologists (ACOG)

Click here to register!

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 online 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 live, interactive online training from 9:30 a.m. – 2:00 p.m. (ET)
Attend remotely by streaming the training on your device
- ✓ Four hours of online training at your own pace

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



Training to be provided by:
**Dr. Alta DeRoo and
Dr. Edwin Salsitz**

TO REGISTER:

Visit:
*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/>.

Appointment Availability Survey

In an effort to assess the current availability of primary care, specialist and behavioral health services to our members, New Hampshire Healthy Families has developed a short survey to monitor and evaluate member access to these services. Please take a few minutes to complete the electronic survey by visiting: <https://www.nhhealthyfamilies.com/providers/resources.html> and select the applicable

Appointment Availability Survey (PCP or Specialist/Behavioral Health).

Appointment Availability Survey

Click below to take the Appointment Availability Survey

- [Appointment Availability for Primary Care Physician \(PCP\) Survey](#)
- [Appointment Availability for Specialist and Behavioral Health Practitioners Survey](#)



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The Online Tools You Need Just Got Even Better!

We've improved our secure provider portal to make doing business with us easier. New visual trackers and other enhancements will allow you to be more efficient, saving you time and hassle.



Manage claims more efficiently with easier online claims and tracking.

- **Visually track your claims.** See which have been approved or denied with the new color-coded tracker.
- **Easily view Denial Codes.** Denial Code descriptions are now on the Claims Details page—you no longer need to open each claim line.



The reconsideration process is now all online for ease of use:

- **Make your case.** Submit reconsideration comments using expanded text fields.
- **Add context.** Easily attach documentation when you file a reconsideration.
- **Stay current.** Opt in/out for reconsideration status change emails.



Quickly check member eligibility online with the new overview page.

- Now you can see all important member data on one page.



Prior Authorization pop-up window makes the process more efficient.

- This helpful reminder prompts you to attach supporting documents to avoid delays.



Log in today to see the difference!

In addition to these new features, your portal is the place to:

- Confirm member benefits
- Check cost shares
- Review payment status
- Request prior authorization

For more information or training, please contact your Provider Representative. They will be happy to help.



NH Healthy Families Addresses Food Insecurity With New Initiative: Green to Go

Green to Go!

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NH Healthy Families recently introduced its newest initiative, Green to

Go. The program is a mobile pantry offering fresh fruits and vegetables, along with nutrition and diabetes prevention education to low-income, low-accessibility communities in the Granite State. Green to Go is offered through the NH Healthy Families Gateway Services program. Gateway Services identify social services care gaps, and build access to supports for New Hampshire communities at no cost.

The Green to Go van was recently stationed at Coos County Family Health Services in Berlin, NH. Certified clinicians from both Coos County Family Health Services and NH Healthy Families were on hand to provide fresh produce, nutrition education, recipes, and resources to more than 160 people.



The next stop is November 1 at Bessie Rowell Community Center in Franklin from 12 noon – 2:00 p.m.



Ken Gordon, Chief Executive Officer, Coos County Family Health Services and Claudia Brooks, Meeting and Event Planner, NH Healthy Families.

Read the full press release [here](#).

UPDATE CORNER



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.

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



Provider Updates:

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

- [Pharmacy Policy Update Effective January 1, 2020](#)
- [NH Healthy Families Addresses Food Insecurity With New Initiative: Green to Go](#)
- [NH Healthy Families Earns a 4.5 out of 5 Rating for Quality, Takes Top Spot Among NH Medicaid Health Plans](#)
- [Appointment Availability Standards Survey](#)
- [Changes to Therapy Evaluation Authorization Requirements](#)
- [Provider Demographic Data - LexisNexis & American Medical Association Business Solutions](#)

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

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

