



provider BULLETIN



nh healthy families.

1-866-769-3085
NHhealthyfamilies.com

2 Executive Park Drive
Bedford, NH 03110

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Talking to your patients about the flu shot

The flu vaccine is one of the most important steps your patients can take to protect their health every year. As you know, myths abound, scaring some people away from this preventive measure. Lay their fears to rest with this helpful guide.

PATIENT CONCERN: “I waited too long to get the vaccine.”

It’s ideal to get vaccinated by October, when seasonal outbreaks begin. But you can get the shot in January or later and still benefit. Flu season typically hits its peak in February.

PATIENT CONCERN: “The shot will give me the flu.”

The flu shot can’t cause flu illness. The vaccine is made with either a flu virus that has been inactivated or with no flu virus at all. The most common side effects—soreness where the shot was administered, low-grade fever, body aches—disappear within two days.

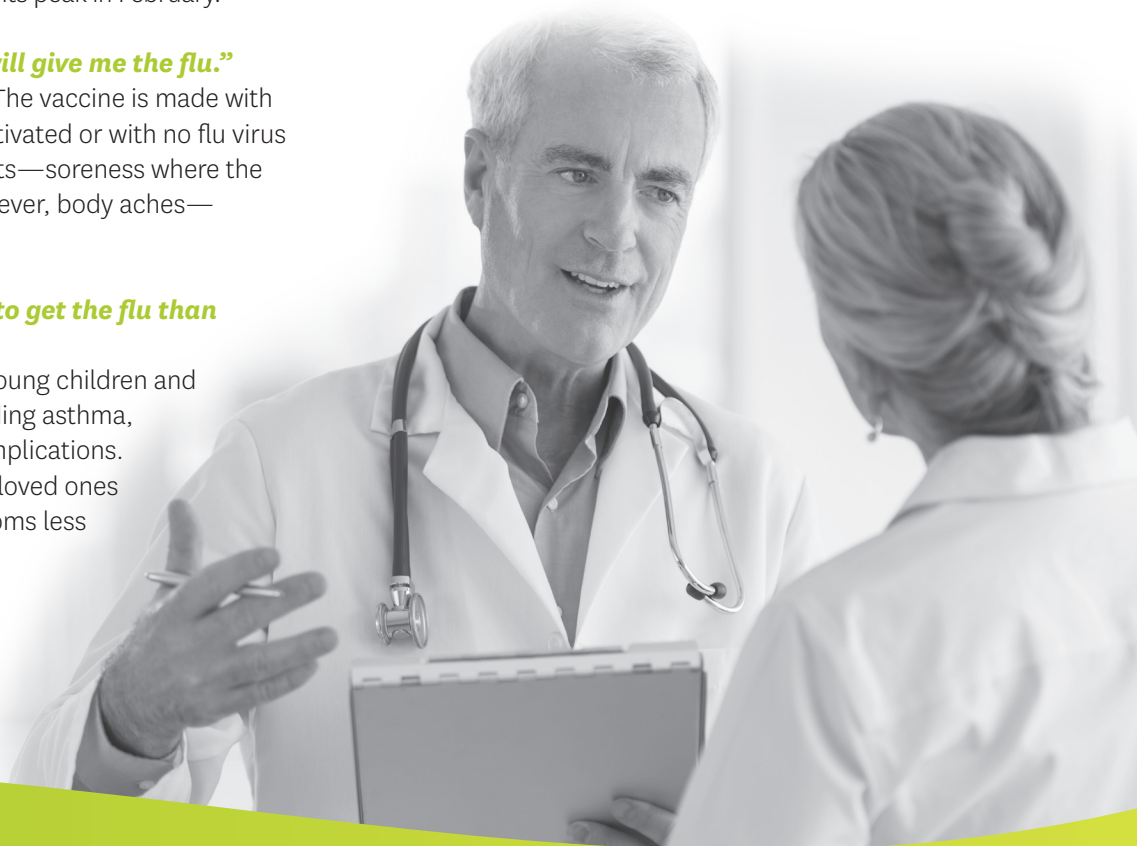
PATIENT CONCERN: “It’s better to get the flu than the vaccine.”

The flu can be fatal. Older adults, young children and people with chronic illnesses including asthma, diabetes and heart disease risk complications. One little shot can protect you and loved ones from the flu, and make your symptoms less severe if you do catch something.

PATIENT CONCERN: “What if I’m allergic?”

Allergic reactions are extremely rare and happen quickly (within minutes or hours). These are life threatening, but effective treatments exist.

Every flu season, 5 to 20 percent of Americans catch the flu, and 200,000 are hospitalized with complications, according to the Centers for Disease Control and Prevention, www.cdc.gov/flu/about/qa/disease.htm. HEDIS measures flu shots for people ages 50 to 65.



Prior Authorization Update

NH Healthy Families thanks you for being a provider in our network. We understand the importance of easy access to care, and we are committed to ensuring that our prior authorization requirements continue to be appropriate and efficient.

Effective September 15, 2018, NH Healthy Families will no longer require prior authorization on the following codes:

Proc code	Proc desc
V5014	REPAIR/MODIFICATOIN OF A HEARING AID ENDOVENUS ABLAT TX INCOMPETENT VEIN EXT RF; 1
36475	VN
37766	STAB PHLEBECT VV 1 EXT >20 INCI
37765	STAB PHLEBECT VV 1 EXT 10-20 INCI
36471	INJ SCLEROSING SOLUTION; MX VEINS SAME LEG
36470	INJ SCLEROSING SOLUTION; SNGL VEIN
37718	LIG DIV&STRIPPING SHORT SAPHENOUS VEIN
V5259	HEARING AID, DIGITAL, BINAURAL, ITC
V5130	BINAURAL IN THE EAR
V5180	HEARING AID CROS BEHIND THE EAR
V5200	DISPENSING FEE CROS

As always, please use the Pre-Auth Check tool located on the NH Healthy Families website under Provider Resources to check authorization requirements. Please contact Provider Services with your questions about authorization requirements at: **1-866-769-3085**.

New Coverage Prior Authorization Required

Effective September 10th, 2018, NH Healthy Families will be covering HCPCS code G0297 (Low dose CT scan (LDCT) for lung cancer screening for the Medicaid product. This service will require prior authorization, which will be administered through National Imaging Associates (NIA). Please contact NH Healthy Families Provider Services at **1-866-769-3085** with any questions.



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**.

Discussing Denials with a Reviewer

NH Healthy Families will send you and your patient written notification any time we make a decision to deny, reduce, suspend or stop coverage of certain services. In the event that a request for medical services is denied due to lack of medical necessity, a provider can request a peer-to-peer review with our medical director on the member's behalf. The medical director may be contacted by calling NH Healthy Families at **1-866-769-3085**. The denial notice also includes information about the medical director's availability. A case manager may also coordinate communication between the medical director and the requesting practitioner as needed. The denial notice will also inform you and the member about how to file an appeal. In urgent cases, an expedited appeal is available and can be submitted verbally or in writing. Please remember to always include sufficient clinical information when submitting prior authorization requests to allow us to make timely medical necessity decisions based on accurate and complete information.



Caring for Adolescents

For parents, watching their children grow can cause mixed emotions. Growing into adulthood is a time of great transition—including changes in health care needs. NH Healthy Families supports members of all ages getting the care they need. Parents and providers should discuss whether growing children are seeing the right doctor. Children who are seeing pediatricians may need to switch to an adult doctor. Talk with parents about this transition. You can help ensure that there are no breaks in a child's care. It's important for children to see their doctor at least once a year. Members who need help finding the right doctor or making appointments can call our Member Services staff at **1-866-769-3085**.

UPDATE CORNER



Pharmacy Updates:

Visit [NHhealthyfamilies.com](https://www.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](https://www.nhhealthyfamilies.com) under "Provider News"

- [NH Healthy Families Sponsors New Initiative for Youth in Foster Care Transition](#)
- [New Ambetter Opioid Prescribing Limits](#)

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

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

Prior Authorization Check Tool

Does that service require prior authorization? Use our tool to see if a pre-authorization is needed. It's quick and easy. If an authorization is needed, you can access our login to submit online.



Commitment to Communication

JULY OUTREACH:
309
field visits to providers
across New Hampshire

Our Provider Relations team is committed to keeping you up to date on operational developments and new tools and information to make your job easier.

Contact our team today to let us know how we can assist you.

Michelle Dodge

Provider Relations Director
Direct: **603-263-7254**
Michelle.M.Dodge@centene.com

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**