



nh healthy families™

provider bulletin

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Asthma Education: Go back to basics



A comprehensive medication plan is critical in order to successfully manage asthma. When discussing the basics with patients who are struggling to control their asthma symptoms, ask them if they understand when and how to take their everyday maintenance medication, their quick-relief medication and any nebulizer medications.

Also, take advantage of this online resource to help educate patients and their caregivers: **The American Lung Association's (AHA) free interactive online course, "Asthma Basics."**

Medication Management for People with Asthma: Members ages 5 to 85

Two measures reported:

1. Members remaining on asthma controller medication for at least 50% of their treatment period
2. Members remaining on asthma controller medication for at least 75% of their treatment period

Codes ICD-10: J45.40-J45.42, J45.50-J45.52, J45.901, J45.902, J45.909, J45.990, J45.991, J45.998

Review of denials

NH Healthy Families sends you and your patients written notification any time a decision is made to deny, reduce, suspend or stop coverage of certain services. The denial notice includes information on the availability of a medical director to discuss the decision.

Peer-to-peer reviews

If 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 [1-866-769-3085](tel:1-866-769-3085). A case manager may also coordinate communication between the medical director and the requesting practitioner as needed.

Filing appeals

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 for NH Healthy Families to make timely medical necessity decisions based on complete information.

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.



Help your patients, help our HEDIS® scores

As a valued provider in our network we want to welcome you to HEDIS 2018! At this time, many of you have received requests from NH Healthy Families for medical records in support of the annual HEDIS project. **We have faxed, emailed or scheduled someone to come on site if we require medical records from your practice.** Thank you for taking the time to provide assistance with this process as it supports the accuracy of the practitioner performance data and the Quality Improvement Program. If you have any questions or concerns, need clarification or have any suggestions to make this process more streamlined, please reach out to the Quality Improvement Department at NH Healthy Families, [1-866-769-3085](tel:1-866-769-3085). We want to make this the most successful year yet and will work with you and your staff to implement your suggestions whenever possible.

Should you have questions or need assistance, please reach out to **Jodi Doody, HEDIS Coordinator** at [1-603-263-7202](tel:1-603-263-7202) or Jodi.J.Doody@Centene.com

Thank you for your participation and cooperation during this busy time!

Post Therapy Review for PT/OT/ST Services – Benefit Reminder

Effective March 1, 2018

NH Healthy Families would like to remind you of our partnership with National Imaging Associates, Inc. (NIA) to ensure that the physical medicine services (**physical, occupational, and speech therapy**) provided to our NH Healthy Families members are consistent with nationally recognized clinical guidelines.

It is important to remember that while the PT/OT/ST services provided by participating providers will no longer require a prior authorization as of March 1, 2018, any service which exceeds the NH Medicaid service limit of 80 units (any combination of therapy) per fiscal year (July 1 – June 30) does require a prior authorization in accordance with NH Medicaid Administrative Rule He-W 530.07. Please note that units are measured in increments of fifteen (15) minutes.

Prior to providing services, please ensure that the member has not exhausted his/her PT/OT/ST benefit. NIA will be engaging in review of the medical necessity of PT/OT/ST services. They will not be managing the member's benefits. Please verify member eligibility by utilizing the NH Healthy Families website or calling Provider Services at [1-866-769-3085](tel:1-866-769-3085).

To request a **Prior Authorization (PA)** for medically necessary services in excess of the service limit submit a completed PA form in one of the following ways:

1. Phone: 1-866-769-3085

2. Fax: 1-866-270-8027

3. Provider Secure Portal: NHhealthyfamilies.com

The PA form can be located on the NH Healthy Families website at: NHhealthyfamilies.com click on **Provider Resources** and choose **Manuals, Forms and Resources**.

We appreciate your participation and look forward to your assistance in assuring that NH Healthy Families members receive physical, occupational, and speech therapy services in a quality, clinically appropriate manner.

NH Healthy Families Partners with LexisNexis and AMA Business Solutions

NH Healthy Families is partnering with LexisNexis and American Medical Association (AMA) Business Solutions to validate provider demographic data on a quarterly basis. Providers may receive a call or email, requesting their attestation. If provider demographic data has changed, please be sure to update it in the Verify Health Care Portal. **Attestations are due within two weeks of receipt of the request.** Thank you for your support in ensuring the NH Healthy Families directory is accurate!

Cultural Considerations: Interpreters

Do you have a patient who needs or would like an interpreter?

NH Healthy Families provides interpretation services.

It's good to note to your patients that family members and friends are not the same as a professional interpreter. They are more likely to modify what the patient has actually said in their effort to be helpful. A professional interpreter does more than interpret for the patient. Their job is to help facilitate communication between you and your patient.

When working with interpreters:

- Allow enough time for the interpreted sessions
- Avoid jargon and technical terms
- Keep your statements short, pausing to allow for the interpretation. Say one longer sentence or three or four short ones, and then stop in a natural place to let the interpreter pass your message along. The interpreter may need to hear the whole sentence before they can even start to interpret it.
- Ask only one question at a time
- Be prepared to repeat yourself in different words if your message is not understood. If a response doesn't seem to fit with what you said, go back and repeat what you said in different words



To arrange for an interpreter please call your NH Healthy Families Provider Relations representative.

Provider Updates

NH Healthy Families Behavioral Health Integration Effective April 1, 2018

NH Healthy Families is excited to announce that effective April 1, 2018, Cenpatico Behavioral Health, LLC (“Cenpatico”) will be assigning its Provider Agreements to NH Healthy Families. Cenpatico, an affiliate of NH Healthy Families, has been our partner in administering and delivering behavioral health and substance use disorder services for NH Healthy Families members and providers.

Along with the contracts, the management of certain behavioral health functions will transition from Cenpatico to NH Healthy Families. This integration will unite best-in-class services under one name and will provide several benefits to members and providers, including:

- A fully integrated delivery model for medical and behavioral health services, supporting the needs of both members and providers
- An enhanced member experience with centralized medical and behavioral health services and benefits to provide continuity in care

- A streamlined approach to delivering service and support, with a single point of contact and benefits administration for providers

As the April 1 effective date approaches, additional information will be provided to behavioral health providers to facilitate the transition. Please note that all Provider Relations and Provider and Member Services phone numbers remain the same. Additionally, claims mailing and correspondence information will not change at this time.

NH Healthy Families would like to thank our provider network for your continued partnership in delivering high quality care for our members. We understand that our providers are instrumental in our efforts to promote a model of care that integrates both physical and behavioral health services into one streamlined system for both members and providers.

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](tel:1-866-769-3085) and ask for the Pharmacy team.

Call NH Healthy Families Provider Services at 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.



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



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