



nh healthy families™

provider bulletin

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Know Your Patients' Rights

The NH Healthy Families member rights and responsibilities policy addresses its members' treatment, privacy and access to information. We have highlighted a few below. There are more than we have been able to list here and we encourage you to consult your Provider Manual to review them. Find the complete Provider Manual online at NHhealthyfamilies.com or get a printed copy by calling **1-866-769-3085**.

Member rights include, but are not limited to:

- The right to receive all covered services.
- Being treated with dignity and respect when receiving care.
- Knowing that medical record information will be kept private.
- Getting a copy of medical records and being able to ask for changes or corrections.
- The right to request an appeal from NH Healthy Families or from a state agency if you don't agree with NH Healthy Families's appeal decision. For more information about the process for requesting appeals, please look in the Provider Manual or call Provider Services.

Some of the Members' responsibilities include:

- Asking questions if the Member doesn't understand his or her rights.
- Keeping scheduled appointments.
- Bringing their Member ID card with them to all appointments.
- Contacting their Primary Care Provider (PCP) first if they have a medical need that is not an emergency.
- Telling their PCP if they receive care in an emergency room. ■

Continued Access to Care

NH Healthy Families thanks you for being a partner in our network.

We understand that you may experience changes to your roster after credentialing or recredentialing is completed. In an effort to keep our system and directories up to date, **please inform our team as your roster changes**. We count on you to **confirm your TIN, hospital affiliations, Member panel, physical and email addresses, and whether your panel is closed or open on a regular basis** and please **notify us promptly if you are leaving our network** for any reason.

You may receive requests from us regarding any changes to your roster. You can find a **Provider Change Form online** or in the **Orientation packet** you received when becoming a partner in our network if you need to tell us about any changes. Please let us know as soon as you can if any changes have occurred so that we may continue maintaining our Members' access to care. ■

Behavioral Health Services for Your Patients

If you have patients who struggle with depression, anxiety, substance use disorder or other behavioral health conditions, we have resources to help. NH Healthy Families offers our members access to all covered, medically necessary behavioral health services.

NH Healthy Families's Integrated Care Management Program includes on site Behavioral Health Care Managers who work in partnership with Medical Care Managers to help your patients get whatever care they need.

For help identifying a behavioral health provider or for information about any Prior Authorization that may be needed for inpatient or outpatient services, call **1-866-769-3085**. ■

Follow Up after a Behavioral Health Inpatient Stay

NH Healthy Families can help your patients schedule appropriate after-care to improve the follow-up rates for members who have been hospitalized for a behavioral health condition. **Outpatient follow-up within seven days of discharge is vital to members' recovery.** It is an opportunity to support their transition back into the community and to ensure they are taking prescribed medications correctly.

Please contact NH Healthy Families if you have a patient who has been recently hospitalized for a behavioral health condition and who is having difficulty arranging a post-discharge appointment. We will work with your staff to make these arrangements. NH Healthy Families works diligently with our network facilities, outpatient providers, and members to schedule these valuable appointments. Here are some ways we can help:

- Scheduling assistance to obtain follow-up appointments within the seven-day time frame.
- Appointment reminder calls to members.
- Member transportation assistance.

Learn more. Call **1-866-769-3085** or visit NHhealthyfamilies.com. ■

Pharmacy Updates

Visit NHhealthyfamilies.com/PharmacyUpdates 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**.

NH Healthy Families Extends Prior Authorization Timeframe in Response to a Request

A provider reached out to NH Healthy Families and noted that the administrative time required to process prior authorization requests every three months for Adult Medical Day Care Services was thousands of dollars of staff time per patient each year. The provider requested that NH Healthy Families consider extending the Prior Authorization to one year since all the patients needing these services are in a long-term care situation. The provider presented all the details including specifically how much time was required per patient and the hourly rate of the staff members who have to perform the tasks of compiling information, formatting the request, writing explanations, submitting the request, and, if necessary, following up on the request.

NH Healthy Families put together an internal task force including the Utilization Management Team and the Medical Directors. The change was approved and NH Healthy Families informed the other providers of this decision so they could also benefit from this change. ■

Provider Updates

Prior Authorization Additions: Effective June 1st, 2017

Effective for dates of service including and after June 1, 2017, NH Healthy Families will require prior authorization from all providers for Enteral Nutrition, Medical Foods, Food Thickeners and Formula. Prior authorizing these services will allow NH Healthy Families to better manage the care of our members, your patients.

Visit NHhealthyfamilies.com to find the full medical criteria under [Payment and Clinical Policies](#). Policies can be found on the [Provider Resources](#) page under [Manuals, Forms & Resources](#).

Prior authorization can be requested through the Secure Portal or by completing the forms on NHhealthyfamilies.com and faxing to the health plan. You can also use the [Pre-Auth Needed tool](#) located on the NH Healthy Families website under [Provider Resources](#) to check authorization requirements.

As a reminder, Enteral Nutrition, Medical Foods, Food Thickeners and Formula must be dispensed by a Durable Medical Equipment provider. ■

Ambetter from NH Healthy Families Partners with LexisNexis for Provider Demographic Updates

Thank you for your continued partnership with Ambetter from NH Healthy Families. We value the excellent care that you provide to our members.

As you know, a critical component of quality care is understanding where to find the right provider. That is why we partnered with LexisNexis last year to validate the accuracy of our provider demographic data. And we appreciate your support of that effort.

In order to ensure that our provider demographic data stays current for our members, we are reminding you of our partnership with LexisNexis to validate the data on a quarterly basis.

The first of the 2017 quarterly validation efforts began in March. You may have received a joint email from LexisNexis and the American Medical Association requesting your attestation that your data is current. If your demographic data has changed, please be sure to update it at that time. Attestations are due within two weeks of receipt of the request.

By updating your demographic information in the AMA portal you can ensure that Ambetter from NH Healthy Families will implement your edits and your data will be correct. Without current demographic information members may have difficulty locating providers in their area, and care needs may go unmet. Additionally, these updates are required by CMS and covered in your Participating Provider Agreement with Ambetter from NH Healthy Families.

In addition to the provider demographic outreach from LexisNexis, please continue to respond to CAQH when they contact you as that is still required to complete credentialing and re-credentialing efforts.

Please contact Provider Services at **1-866-769-3085** with any questions you may have. Additionally you may email providerupdatesnh@centene.com for provider changes outside of this effort. ■

Updated Payment and Clinical Policies Effective June 1st, 2017

We are happy to inform you that NH Healthy Families is publishing its [Payment and Clinical Policies online](#) to inform providers about billing practices and reimbursement methodologies for certain procedures and services. We hope this information will help you to bill claims more efficiently and reduce unnecessary denials and delays in claims processing and payments.

The following new policies will be applied as medical claims reimbursement edits with our claims adjudication system. This is an addition to all other reimbursement processes that NH Healthy Families & Ambetter from NH Healthy Families currently employs.

These policies are developed based on medical literature and research, industry standards and guidelines as published and defined by the American Medical Association's Current Procedural Terminology (CPT®), Centers for Medicare and Medicaid Services (CMS), and public domain specialty society guidance.

The effective date for the below policies is June 1st, 2017 and applies to NH Healthy Families and Ambetter from NH Healthy Families.

- DNA Analysis of Stool
- Evoked Potentials
- Fecal Calprotectin Assay

Please contact Provider Services at **1-866-769-3085** with any questions about the policies.

Visit NHhealthyfamilies.com to find [Payment and Clinical Policies](#). Policies can be found on the [Provider Resources](#) page under [Manuals, Forms & Resources](#). ■

Removal of Prior Authorizations: Effective April 15th, 2017

We understand the importance of easy access to care, and we are committed to ensuring our prior authorization requirements continue to be appropriate and efficient.

Effective for services rendered after April 15, 2017, the following services no longer require prior authorization for NH Healthy Families. The codes affected by this change include:

Code	Description
13101	REPR COMPLX TRUNK; 2.6 CM TO 7.5 CM
13102	REPAIR COMPLEX TRUN EACH ADDL 5 CM
13121	REPAIR COMPLEX SCALP/ARM/LEG 2.6 CM-7.5 CM
13122	REPAIR COMPLEX SCALP, ARMS AND/OR LEGS EACH ADDL 5 CM
13151	CMPLX LAC 1-2.5CM EYLD,NS,ER,LPS
13152	REPR COMPLX LIDS/NOSE/EARS/LIPS; 2.6 TO 7.5 CM
13160	LATE CLOSURE OF WOUND
15732	MUSCL MYOCUT/FASCIOTOMY FLAP; HEAD & NECK
15734	MUSCL MYOCUT/FASCIOTOMY FLAP; TRUNK
V2623	PROSTHETIC EYE PLASTIC CUSTOM
V5040	HEAR AID MONAURL BDY WORN BN CONDCT
V5050	HEARING AID MONAURAL IN THE EAR
V5060	HEARING AID MONAURAL BEHIND THE EAR
V5090	DISPENSING FEE, UNSPECIFIED HEARING AID
V5110	DISPENSING FEE BILATERAL
V5160	DISPENSING FEE BINAURAL
V5241	DISPENSING FEE, MONAURAL HEARING AID, ANY TYPE
V5242	HEARING AID, ANALOG, MONAURAL, CIC (COMPLETELY IN THE EAR CANAL)
V5243	HEARING AID, ANALOG, MONAURAL, ITC (IN THE CANAL)
V5244	HEARING AID PROG ANALOG MONAURL CIC
V5245	HEARING AID, DIGITALLY PROGRAMMABLE, ANALOG, MONAURAL, ITC
V5246	HEARING AID, DIGITALLY PROGRAMMABLE ANALOG, MONAURAL, ITE (IN THE EAR)
V5247	HEARING AID DIGITALLY PROGRAMMABLE ANALOG MONAURAL
V5248	HEARING AID, ANALOG, BINAURAL, CIC
V5249	HEARING AID, ANALOG, BINAURAL, ITC
V5250	HEARING AID, DIGITALLY PROGRAMMABLE ANALOG, BINAURAL, CIC

V5251	HEARING AID, DIGITALLY PROGRAMMABLE ANALOG, BINAURAL, ITC
V5252	HEARING AID, DIGITALLY PROGRAMMABLE, BINAURAL, ITE
V5253	HEARING AID, DIGITALLY PROGRAMMABLE, BINAURAL, BTE
V5254	HEARING AID, DIGITAL, MONAURAL, CIC
V5255	HEARING AID, DIGITAL, MONAURAL, ITC
V5256	HEARING AID, DIGITAL, MONAURAL, ITE
V5257	HEARING AID, DIGITAL, MONAURAL, BTE
V5258	HEARING AID, DIGITAL, BINAURAL, CIC
V5259	HEARING AID, DIGITAL, BINAURAL, ITC
V5260	HEARING AID, DIGITAL, BINAURAL, ITE
V5261	HEARING AID, DIGITAL, BINAURAL, BTE
V5264	EAR MOLD/INSERT, NOT DISPOSABLE, ANYTYPE
V5266	BATTERY FOR USE IN HEARING DEVICE
V5267	HEARING AID SUPPLIES / ACCESSORIES
V5275	EAR IMPRESSION, EACH
V5281	ALD FM/DM SYSTEM, MONAURAL
V5282	ALD FM/DM SYSTEM BINAURAL
V5283	ALD NECK, LOOP IND RECEIVER
V5284	ALD FM/DM EAR LEVEL RECEIVER
V5285	ALD FM/DM AUD INPUT RECEIVER
V5286	ALD BLU TOOTH FM/DM RECEIVER
V5287	ALD FM/DM RECEIVER, NOS
V5288	ALD FM/DM TRANSMITTER ALD
V5289	ALD FM/DM ADAPT/BOOT COUPLIN
V5290	ALD TRANSMITTER MICROPHONE
V5336	REPAIR MODIFY AUGMENT COMMUNICATION SYS/DEVICE

Please note that non-participating providers will need to continue obtaining prior authorizations for these procedures.

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.

- **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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