



nh healthy families™

# provider bulletin

2018 Vol. 3, No. 5



## *Behavioral Health Integration*

**Effective April 1, NH Healthy Families and our behavioral health partner, Cenpatico, are now fully integrated.** That means our members receive their medical and behavioral health care from NH Healthy Families. There will be more information in the months ahead, but for now please direct all questions to NH Healthy Families Provider Relations at [1-866-769-3085](tel:1-866-769-3085).

### ***Why is coordination of care between PCPs and BH providers important?***

Coordination of care between PCPs and other clinicians and medical specialists involved in a member's care has become a widely accepted standard of practice in the medical field. A 2018 report by Stephen P. Melek, FSA, MAAA of Milliman, an actuarial consulting firm, found that costs for treating those patients with medical and comorbid mental health/substance use disorder (MH/SUD) conditions were two to three times higher on average than those patients who don't have comorbid MH/SUD conditions. Additionally, in many cases the PCP has extensive knowledge about the member's medical condition, mental status, psychosocial functioning, and family situation. As a provider, it is important to communicate with other providers regarding care you provide to a member. Some things to keep in mind:

- Obtain your patient's consent to exchange information at the time of their initial appointment
- Educate your patients on the importance of care coordination
- Refer your patient to a PCP if they do not have one
- Update the signed consent annually

NH Healthy Families thanks you for your ongoing support and cooperation as a valuable partner in our network. We look forward to working with you to provide better health outcomes for our members, your patients.



### **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](tel:1-844-699-6840).

## Provider manual updates

We recently made updates to our NH Healthy Families Provider Manual regarding Post Service Therapy Management. NH Healthy Families is partnering with National Imaging Associates, Inc. (NIA) to manage the post service utilization review of our members' outpatient rehabilitative and habilitative physical, occupational and speech therapy services.

Changes were also made to the provider manual regarding behavioral health. As you know, we have integrated our behavioral health care coverage from our partner, Cenpatico, to NH Healthy Families.

To see the full changes, refer to the Provider Manual which can be found in the [Provider Resources](#) section of [NHhealthyfamilies.com](http://NHhealthyfamilies.com).

## 2018 HEDIS® guide now available

To get your copy, please call our Quality Improvement department at [1-866-769-3085](tel:1-866-769-3085) or find it online in NH Healthy Families [Quality Improvement page](#).

## Interpretation services

### Available for NH Healthy Families Members

NH Healthy Families would like to remind providers that we offer our members interpreter services free of charge during any service or grievance process. This includes American Sign Language and real-time oral interpretation.

If a NH Healthy Families member needs an interpreter for their medical appointment, please contact NH Healthy Families or one of the Interpreter Services listed below 48 hours before the scheduled appointment.

Interpreter Service Provider	Contact Information
Language Bank - A Member of Ascentria Care Alliance	<a href="http://www.thelanguagebank.org">www.thelanguagebank.org</a>
Bhutanese Community of NH dba Building Community in NH	<a href="http://www.bcinnh.org">www.bcinnh.org</a> Click on "Services"

If you would like NH Healthy Families to assist with scheduling an appointment for in person interpretation, please call NH Healthy Families at: [1-866-769-3085](tel:1-866-769-3085). You may also email the Interpreter Request Form to: [clientservicesf2fscheduling@voiance.com](mailto:clientservicesf2fscheduling@voiance.com) or fax to: [1-877-502-7255](tel:1-877-502-7255) (please note this is an updated fax number).

The Interpreter Request form can be found on the website under [Provider Resources – Forms](#). Please contact Provider Services at [1-866-769-3085](tel:1-866-769-3085) with any questions.



## 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 that can help. NH Healthy Families offers our members access to all covered, medically necessary behavioral health services. For help identifying a behavioral health provider or for prior authorization for inpatient or outpatient services, call us at [1-866-769-3085](tel: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' recoveries. 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](tel:1-866-769-3085) or visit [NHhealthyfamilies.com](http://NHhealthyfamilies.com).

### Incorrect claim denials due to psychoactive substance use diagnosis codes

NH Healthy Families would like to notify providers of a known issue regarding incorrect claim denials for substance abuse diagnosis codes, with dates of services starting October 1, 2017 to present.

**The denial code for these claims is:**

**EXI6 – DENY: DIAGNOSIS, CPT HCPCS ICD-9 CODE, MODIFIER INVAID ON DATE OF SERVICE**

After a thorough review of the denials, it was determined these diagnosis codes were erroneously replaced by new diagnosis codes, which are additional diagnosis codes added by CMS to bring specificity to the codes already in place.

**This issue was corrected on April 3, 2018.** Claims that were denied in error currently being reprocessed and are expected to be complete in approximately two weeks. There is no action needed on your part.

CD-10-CM Diagnosis Code	Description
F10.10	Alcohol abuse, uncomplicated
F10.20	Alcohol dependence, uncomplicated
F11.10	Opioid abuse, uncomplicated
F11.20	Opioid dependence, uncomplicated
F12.10	Cannabis abuse, uncomplicated
F12.20	Cannabis dependence, uncomplicated
F13.10	Sedative, hypnotic or anxiolytic abuse, uncomplicated
F13.20	Sedative, hypnotic or anxiolytic dependence, uncomplicated
F14.10	Cocaine abuse, uncomplicated
F14.20	Cocaine dependence, uncomplicated
F15.10	Other stimulant abuse, uncomplicated
F15.20	Other stimulant dependence, uncomplicated
F16.10	Hallucinogen abuse, uncomplicated
F16.20	Hallucinogen dependence, uncomplicated
F17.200	Nicotine dependence, unspecified, uncomplicated
F18.10	Inhalant abuse, uncomplicated
F18.20	Inhalant dependence, uncomplicated
F19.10	Other psychoactive substance abuse, uncomplicated
F19.20	Other psychoactive substance dependence, uncomplicated
F50.89	Other specified eating disorder



### Influenza and streptococcus Group A testing policy edit

**Effective January 30, 2018**

**Dear Provider,**

Thank you for your continued partnership with NH Healthy Families & Ambetter from NH Healthy Families. We structure our clinical policies to ensure the health and wellness of our members. With that in mind, we often review clinical and payment policies to verify that they align with the current health needs of our communities.

We have recently reviewed our Clinical Policy 'Influenza and Streptococcus Group A Testing,' and have **decided to discontinue this policy. Effective January 30, 2018**, we are no longer implementing the edit denying payment for influenza testing performed on the same date of service as streptococcus testing. This decision was based on an ongoing analysis of the clinical basis for the policy, and more importantly, based on compelling clinical feedback from network providers.

Please reach out to Provider Services at [1-866-769-3085](tel:1-866-769-3085) with any questions you may have.

## Provider Updates, continued

Visit [NHhealthyfamilies.com](http://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.

### Behavioral Health secure provider portal transition

**Effective May 11, 2018**

NH Healthy Families would like to inform you that management of the Behavioral Health provider portal will transition from Cenpatico (a subsidiary of Envolve PeopleCare) to the NH Healthy Families' provider portal. As part of this change we will be moving the Cenpatico provider portal functions to the NH Healthy Families' secure provider portal.

As of May 11, 2018, Behavioral Health providers should access their secure provider portal at [NHhealthyfamilies.com](http://NHhealthyfamilies.com).

If you previously accessed the Behavioral Health secure provider portal through Cenpatico, you will need to create a new account at [NHhealthyfamilies.com](http://NHhealthyfamilies.com). Please be aware, you will not be able to create a new account at [NHhealthyfamilies.com](http://NHhealthyfamilies.com) until on or after May 11, 2018.

**NOTE:** New account creation only applies to Behavioral Health providers who have an account just through Cenpatico. If you already have an account at [NHhealthyfamilies.com](http://NHhealthyfamilies.com) you do not need to register again.

**When creating a new account on the NH Healthy Families provider portal, please follow the general guidelines below:**

1. Practice Account Manager creates a portal account.
2. After Account Manager is granted access, all others can register on the portal.
3. Account Manager reviews and approves access for others.

**Through the secure provider portal you can:**

- Check member eligibility
- Submit and manage claims
- Submit and view prior authorizations
- Review and download payment history
- View member gaps in care
- Secure Message NH Healthy Families
- Manage multiple accounts

If you have any questions about this transition, please call Provider Services at [1-866-769-3085](tel:1-866-769-3085).

## Pharmacy Updates

Visit [NHhealthyfamilies.com](http://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 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)



nh healthy families.

©2018 Granite State Health Plan, Inc. All rights reserved.  
NH Healthy Families is underwritten by Granite State Health Plan, Inc.