



provider BULLETIN



nh healthy families.

1-866-769-3085
NHhealthyfamilies.com

2 Executive Park Drive
Bedford, NH 03110

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What happens when you submit a Prior Authorization?

Review

You have most likely submitted your request through the web, fax, or on the phone. Once NH Healthy Families receives it, it is processed by a Referral Specialist (RS) who reviews the request and builds a corresponding authorization. The RS may reach out to the requesting provider if additional information is required to process the authorization. The request is then sent to a nurse for review. Outpatient pharmacy prior authorization requests are sent to Envolve Pharmacy Solutions and will be responded to within 24 hours with a determination.

Approval

The nurse reviews the clinical information and compares it to the current state policy, corporate clinical policy, and Inter-Qual Medical necessity criteria. If the clinical information is complete and criteria subsets are met utilizing the above policies, the request will be approved. The nurse will then issue an approval letter to the requesting provider, the member, and the facility/office/servicing provider as indicated. This approval recognizes that the request is medically necessary. **It does not guarantee benefit eligibility or payment.**

Denial

If the nurse reviews the clinical information and it does not meet the criteria subsets as noted above, the request for authorization is sent to an MD Advisor to review. The MD reviewer will examine the clinical information in light of current clinical and evidence based criteria. An MD review may result in an approval or denial of the request.

If denied, the MD's denial rationale will be shared in the denial letter including the reason for the denial as well as any medical policy utilized to make the decision. NH Healthy Families notifies the requesting provider within 24 hours of the denial determination by phone. During this call the nurse will provide a verbal notification of the denial and an overview of how to request a Peer-to-Peer review, as well as the member's appeal rights.

A denial letter is issued after verbal notification is given. The denial letter is sent to the requesting provider as well as the member. The letter is faxed to hospitals for all inpatient denials.

Peer-to-Peer Review

When an authorization request is denied based on medical necessity criteria, the requesting provider can ask for a peer-to-peer conversation with our Health Plan Medical Director. This allows the requesting provider to further discuss the case and provide additional clinical information to the Health Plan MD. **This may or may not result** in a subsequent approval of the request.

A provider may directly request a Peer-to-Peer conversation by calling **1-855-735-4397 during normal business hours.**

Criteria

We utilize state clinical policies, corporate policies, and Inter-Qual Criteria. This is interdependent on the specific service

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being requested. Once you submit a Prior Authorization request and a determination has been made, you may request a copy of the criteria. NH Healthy Families will provide you with a copy of the criteria used in making the determination.

Questions?

For any questions about this process or a specific prior authorization, call **1-866-769-3085**.

Did you know?

Did you know that, as a recipient of Medicaid in the State of New Hampshire, prenatal vitamins are a covered benefit for pregnant women? If you have a pregnant patient, please consider discussing the importance of prenatal care, including taking prenatal vitamins. Questions can be directed to NH Healthy Families at **1-866-769-3085**.

UPDATE CORNER

Rx 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.

Provider Updates:

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

- **Jaffrey-Ringe Middle School and NH Healthy Families Celebrate No One Eats Alone Day**
- **Ambetter FQHC Encounter Code**
- **NH Healthy Families and Greater Tilton Area Family Resource Center Kick off First Peer Recovery Coach Academy of 2018**
- **Novolog/Humalog Removal from Formulary and Replacement with Admelog**
- **Community Mental Health Center 8.5% Reimbursement Increase for Services Billed with Modifier "HW"**

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.

Substance Use Disorder Support Programs

A COMPREHENSIVE APPROACH TO A COMPLEX ISSUE

Our dedicated Substance Use Disorder (SUD) team has developed more than 20 innovative SUD programs for New Hampshire communities. From providing barrier-free access to care, to hands-on local engagement, we are transforming the health of the community, one person at a time.

NH Healthy Families is committed to partnering with our providers and the community to prevent, treat, and support our members dealing with substance use disorders. We will continue to evolve our programs to address the ongoing needs of our members and our community.

For more information about these and other SUD programs at NH Healthy Families, please contact:

Andrea Rancatore, MS, LCMHC, MLADC
Director of Substance Use Disorder Programming
Phone: **1-603-325-8378**
Email: Andrea.E.Rancatore@centene.com

Sean T. Buckley, PharmD
Senior Director of Pharmacy
Phone: 1-866-769-3085
Email: NHFF_Pharmacy@centene.com





Announcing our Annual Provider Satisfaction Survey

Thank you for partnering with NH Healthy Families in providing quality healthcare for our members. As your partner, we want to ensure that your experience with us is positive and rewarding.

We are excited to announce that our annual Provider Satisfaction Survey will be distributed this month. Your feedback is critical to helping us deliver a best-in-class provider experience, and we rely on your survey responses to help us identify opportunities for improvement.

We are partnering with a third-party vendor, SPH Analytics, to perform this year's survey. SPH will send surveys to 1,500

NH Healthy Families providers. The survey is brief and should only take a few minutes to complete. If you receive a survey in the mail we highly encourage you to fill it out and return it to SPH Analytics.

As a token of our appreciation for your time and feedback, all survey respondents who respond before August 3rd, will be entered into a drawing to win a fee iPad.

Thank you for being our partner in care. If you have questions, please call us at 866-769-3085 or reach out to your provider relations representative.

NH HEALTHY FAMILIES THANKS YOU FOR BEING A PARTNER IN OUR NETWORK.

Get to know your Provider Relations Support Team

We recently updated our Provider Relations flyer to include new staff and new information. This tool will help you meet your Provider Relations representative(s) and tell you the quickest and easiest way to get specific information you need. You can find this flyer on the Provider Resources page of NHhealthyfamilies.com under the heading "Meet Your Provider Relations Team." or simply click on the graphic to the left.



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**.