

PROVIDER nh healthy families. *bulletin*

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Commitment to Communication

From your Provider Relations Team

Dear Providers:

As we launch into 2020, we thank you for providing excellent quality of care to our members and communities throughout New Hampshire. We also renew our commitment

to communication with you, including this bulletin, and other updates we send throughout the year.

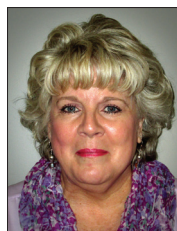
In an effort to make it easier for our provider partners to work with us, our team has developed a number of tip sheets and quick reference guides to assist you with various functions. You can learn more about those on page 4.

We are also pleased to have welcomed a number of new provider relations representatives. Collectively, our new team has over 75 years of experience in healthcare operations and relationship management. The team has already begun outreach and is eager to work with you.

This coming year, NH Healthy Families is reaffirming our commitment to combating issues related to the Social Determinants of Health. In 2019, we established our Gateway Services that provide direct social supports to communities. With that, we successfully implemented programs to address homelessness, food insecurity and substance misuse. You'll find a recap of our efforts in 2019 on page 3.

Finally, as you may be aware, Centene recently combined with WellCare to create one company. While this should cause no disruptions for you, more information is included on page 4.

As always, you can contact your provider relations representative with any questions you may have.



In good health,

Jennifer Kent Weiner
Vice President, Network Management
NH Healthy Families

Summit Award

In mid-December, NH Healthy Families presented the Summit Award to Dr. John Hollister. Dr. Hollister is a pediatrician at Dartmouth-Hitchcock Manchester. The program acknowledges the extraordinary efforts these physicians make to provide quality care and clinical excellence to NH Healthy Families members.

The Physician Summit Award honorees are Primary Care Physicians who, compared to their peers, have demonstrated exemplary performance in the following areas: routine preventative and well-care services and establishing a medical home for new enrollees. They receive an engraved crystal award and a catered lunch for their office staff. NH Healthy Families wishes to again congratulate Dr. Hollister and his staff for a well-deserved honor.



Dr. John Hollister, Summit Award recipient (left), Dr. Samuel DiCapua, NH Healthy Families Chief Medical Director

WE HEAR YOU

Implementing Your Good Feedback

Revised Inbound Phone Call Line

As of July 2019, NH Healthy Families has moved from a Voice Recognition system to a Touch Tone telephone system. Callers will no longer need to speak their menu option choices, but can now select the menu option number.

Specifically for our provider network, the new call system includes improved “self-serve” options that will allow for an easy check on a member’s eligibility or the status of a claim without having to speak with a representative.



NEW Team Members



The provider relations team is pleased to announce the addition of new members to our team: **Derek Peters**, **Stacey Surette** and **Kristina Rockwell**. Your new Provider Representative will be contacting you in the coming weeks.

NH Healthy Families' Gateway Services Addresses Social Determinants of Health

Addressing the Social Determinants of Health (SDoH) is a big part of what we do at NH Healthy Families. In 2019, our multi-disciplined team of case managers, provider relations staff and marketing associates introduced several new programs to the community addressing food insecurity, homelessness and substance misuse. We will continue this effort in 2020, and we're always looking for new partners to join us in our efforts to provide social supports to Granite State communities.

<p>VISION VAN</p>  <p>Offering vision screenings and prescription glasses; 3 partner locations, and more than 300 people served</p>	<p>GREEN TO GO</p>  <p>Fresh fruits and vegetables along with nutrition and diabetes education; more than 500 individuals served</p>
<p>MY RECOVERY JOURNEY BACKPACKS</p>  <p>More than 65 sturdy backpacks filled with items to support the Ready for My Recovery program</p>	<p>SELF-CARE KITS</p>  <p>600 self-care kits provided to soup kitchens, homeless shelters and recovery centers throughout the state</p>
<p>GREAT SOCK GIVEAWAY</p>  <p>6,000 Bombas® socks donated to those who need them throughout the state</p>	<p><i>If you are interested in partnering with our team on SDOH initiatives, please contact your provider representative for more information.</i></p>

NH Healthy Families Electronic Remittance

NH Healthy Families provides EFT and electronic remittance advice by partnering with Payspan. Payspan will be completing outreach within a few short weeks to practices who have **already registered within [Payspanhealth.com](https://payspanhealth.com)** and are receiving electronic payments and remittance advice through Payspan for one or more other payers. As you know, Payspan is free to providers and can conveniently reduce costs, speed up secondary billings, improve cash flow, and reduce paper usage. NH Healthy Families encourages our provider partners to utilize this convenient, free service.



Member PCP Transfer Form

NH Healthy Families has developed a Member PCP Transfer Form for providers to use to request the transfer of a patient for very specific reasons. This form is located on our website in the Forms section of the Provider Resources page or by clicking [here](#). The Member PCP Transfer form:



- Is for providers to use when requesting we move a member for very specific reasons
- Does not require member signature
- Must be completed in its entirety and supporting document included as appropriate
- Must be faxed to member services
- May take up to 60 days to complete
- Does not guarantee the transfer of the member(s) as it is contingent on our ability to locate the member
- Effective for use as of January 1, 2020

Tip Sheets

In an effort to streamline operations and provide you with helpful, up-to-date information, our team has put together a number of “tip sheets” and quick reference guides. These tools will serve as a resource for you and provide information on topics such as coding, prior authorization, critical access hospital and rural health clinic billing, and more. You can find these guides and more by visiting <https://www.nhhealthyfamilies.com/providers/resources/forms-resources.html>



IMPACT Program

As you may know, the IMPACT program is now available for your Ambetter members. Not every member will be found in the IMPACT dashboard, only those members that have been identified as having a higher risk are part of the program.

If you have questions about the IMPACT program, or to schedule a training for your office, please call **1-866-769-3085**.

Merger Complete

It's official, Centene and WellCare are now one company. We are creating a premier healthcare enterprise focused on government-sponsored programs and a leader in Medicaid, Medicare and the Health Insurance Marketplace. We look forward to continuing to work with you and providing high-quality, cost-effective healthcare solutions.

Information about the transaction is available at www.centene.com. You can also continue to contact your provider relations representative with any questions.

UPDATE Corner



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



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”

- [Important Notice Regarding Ambetter Provider Payments](#)

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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