

# PROVIDER nh healthy families. *bulletin*



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**nh healthy families.**

2 Executive Park Drive  
Bedford, NH 03110

**NHhealthyfamilies.com**

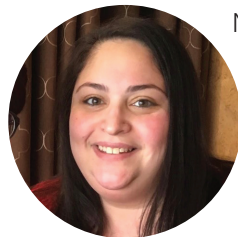
**1-866-769-3085**

**TDD/TTY: 1-855-742-0123**

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## Introducing Our New Director of Provider Relations



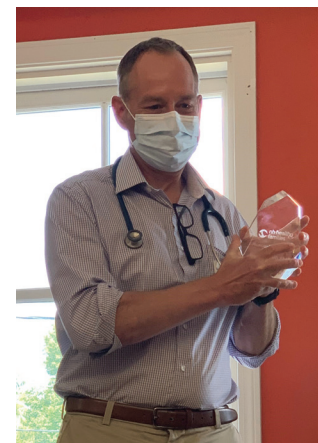
NH Healthy Families is excited to announce our new Director of Provider Relations! **Amanda Boulay** has been with NH Healthy Families for five years and previously served as the Manager of Reimbursement with the Network Operations team. Amanda has a wealth of knowledge with claims, reimbursement, and is also a Certified Professional Coder (CPC) with the American Academy of Professional Coders (AAPC). She also proudly serves as a member of our Diversity, Equity, and Inclusion group. Amanda's main goal is to focus on building & expanding relationships with our trusted providers.



NH Healthy Families is rated highest quality Medicaid health plan in NH from the National Committee for Quality Assurance (NCQA).

[reportcards.ncqa.org](https://reportcards.ncqa.org)

## Congratulations!



Congratulations to Saco River Medical Group's **Ross Emery, MD**, recipient of the 2021 Annual Physician Summit Award! It is outstanding providers like Dr. Emery that help NH

Healthy Families deliver our purpose of transforming the health of the community, one person at a time.

# Meet Your Provider Relations Team!



**Anna Lake**  
*Provider Network Specialist I*

Specialty Providers: Chesire County, Grafton County Alice Peck Day Memorial Hospital, Concord Hospital, Concord Hospital Laconia, Concord Hospital Franklin, Cottage Hospital, Littleton Regional Hospital, Valley Regional Hospital, Wentworth Douglass, York Hospital, Saco River Medical Group

Phone: **603-263-7307**  
Email: [Anna.Lake@centene.com](mailto:Anna.Lake@centene.com)



**Michelle Reynolds**  
*Provider Network Specialist II*

Specialty Providers: Carroll County, Hillsborough County, Merrimack County, Dartmouth Hitchcock, Southern NH Medical Center & Foundation Medical Partners, Elliot Hospital and Practices, New London Hospital, Valley Regional Hospital, Speare Hospital, Chesire Medical Center, Springfield Hospital

FOHCs: Lamprey, Mid-State, Little Rivers, Indian River, White Mountain, Health First

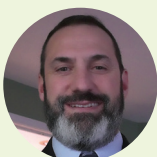
Phone: **603-263-4120**  
Email: [Michelle.L.Reynolds@centene.com](mailto:Michelle.L.Reynolds@centene.com)



**Pamela Skilton**  
*Provider Network Specialist II*

Behavioral Health and Substance Use Disorder Providers: Families in Transition, Southeastern North Country Health Consortium, Granite Pathways, Cross Roads Recovery, New England Counseling Services, Process recovery Center, Farnum, Doorways/HUBs, Hampstead Hospital, NH Hospital, Community Mental Health Providers (CMHC), Horizons Counseling

Phone: **603-263-7340**  
Email: [Pamela.j.Skilton@centene.com](mailto:Pamela.j.Skilton@centene.com)



**David St. Pierre**  
*Provider Network Specialist II*

Behavioral Health and Substance Use Disorder Providers: Brattleboro Retreat, Groups Recover Together, Bonfire, Headrest, Reality Check, Phoenix House, White Horse Addiction, White Birch, Chrysalis Recovery, Hope on Haven Hill, Harbor Homes- SUD sites, Merrimack River, Metro Treatment Centers, Habit OPCO, Waypoint, Green Mountain, Boston Children's Hospital

Phone: **603-716-3108**  
Email: [David.StPierre@centene.com](mailto:David.StPierre@centene.com)



**Derek Peters**  
*Provider Network Specialist I*

Specialty Providers: Belknap County, Coos County, Strafford County, Appledore, Androscoggin Valley Hospital, Exeter Hospital & Core Physicians, Frisbee Memorial, Huggins Hospital, Parkland Medical Center, Portsmouth Regional Hospital, Weeks Medical Center, Upper Connecticut Valley Hospital

FOHCs: Ammonoosuc, Coos County Family Health Services, Greater Seacoast Community Health, Harbor Homes, Amoskeag (Manchester Community Health)

Phone: **603-263-4181**  
Email: [Derek.Peters@centene.com](mailto:Derek.Peters@centene.com)



**Stacey Surette**  
*Provider Network Specialist II*

Specialty Providers: Rockingham County, Sullivan County Catholic Medical Center, Franklin Regional Hospital, Monadnock Community Hospital, St. Joseph Hospital, Maine Medical Center, Southern Maine Healthcare, The Memorial Hospital, Derry Medical Center, Central NH Kidney

FOHCs: Catholic Medical Center FQHC

Phone: **603-263-4179**  
Email: [Stacey.Surette@centene.com](mailto:Stacey.Surette@centene.com)



**Kristina Rockwell**  
*Provider Network Specialist I*

Ancillary Providers: Northeast Rehab, HealthSouth Rehab, Granite State Independent Living, Home Health Providers, PT/OT/ST Providers, DME, AMDC, Chiropractor, Podiatry

Phone: **603-263-7119**  
Email: [Kristina.M.Rockwell@centene.com](mailto:Kristina.M.Rockwell@centene.com)

# In Person Engagement



We are excited to engage with our providers in person again! Safety protocols surrounding COVID-19 has our utmost importance in mind and understand your practices may have concerns with returning to in person engagement. **Please use the survey link below to provide feedback on returning to in person meetings for your Provider Relations needs:** [https://cnc.sjc1.qualtrics.com/jfe/form/SV\\_1AhXilNdvjZduLk](https://cnc.sjc1.qualtrics.com/jfe/form/SV_1AhXilNdvjZduLk).

# Provider Advisory Board

NH Healthy Families hosts a Provider Advisory Board once per quarter on Tuesday evenings from 5:30-6:30 pm. This committee showcases representation from a broad spectrum of provider types and aims to ensure accurate and timely feedback on our MCO program and performance. We are looking to recruit new provider members! **If you are interested in learning more about the Provider Advisory Board or becoming a member, please use the survey link at:** [https://cnc.sjc1.qualtrics.com/jfe/form/SV\\_bww2FMe2SoRVcVM](https://cnc.sjc1.qualtrics.com/jfe/form/SV_bww2FMe2SoRVcVM).

# Behavioral Health Trainings

NH Healthy Families offers virtual, instructor-led BH trainings at no cost to you. Topics include Substance Use Disorder, mental health, suicide risks and prevention and more. These trainings are suited for behavioral health and medical professionals.

- CEUs available for some courses
- On-demand trainings in addition to scheduled dates/times

Learn more at <https://www.nhhealthyfamilies.com/providers/resources/provider-training.html>. Scroll down to find the list of topics and links to register.

# Did You Know?

NH Healthy Families requests that providers contact the NH Healthy Families Member Services department when one of our members misses an appointment so we may contact the member and provide education on the importance of keeping appointments. This outreach can also assist with reducing missed appointments and reduce the inappropriate use of emergency room services. Please contact Member Services at **1-866-769-3085** to report members who have missed appointments.



## Please Share with Your NH Healthy Families Patients!

NH Healthy Families has a **Member Advisory Board** that gives members a chance to share their thoughts and ideas with the health plan. The group meets periodically with a conference call option if in person isn't viable. Please share with your NH Healthy Families patients. For more information, please visit our website <https://www.nhhealthyfamilies.com/members/medicaid/resources/advisory-council.html> or call Member Services at **1-866-769-3085**.

# HEDIS Measure Spotlight

## Lead Screening in Children (LSC)

### What are we looking for?

The percentage of children 2 years of age who have had at least one lead screening test on or before their 2nd birthday.

### How is the data collected for this measure?

Both claims and chart review.

### What code should be used to document this test?

CPT - 83655

### What needs to be in the medical record documentation?

The medical record must include both of the following:

- A note indicating the date the test was performed.
- The result or finding.

### What are some Best Practice tips for closing this care gap?

- Educate parents on the importance of screening for lead poisoning
- Include the test in standing orders at the appropriate age
- Follow up on open lab orders for lead screening before the second birthday
- Provide in-office testing
- Be sure chart documentation includes the date the test was performed AND the result or finding
- Educate parents that while the child may not be exposed at home, other environments may present a risk

## Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (APP)

### What are we looking for?

The percentage of children and adolescents 1–17 years of age who had a new prescription for an antipsychotic medication and had documentation of psychosocial care as first-line treatment.

### How is the data collected for this measure?

Claims

### What is used to determine compliance with this measure?

The measure is looking for documentation of psychosocial care (Psychosocial Care Value Set) in the 121-day period from 90 days prior to the earliest prescription dispensing date for an antipsychotic medication through 30 days after that date.

### What codes should be used to document this measure?

| CPT   | HCPCS   |
|---|---|
| 90832 - 90834, 90836-90840, 90845 -90847, 90849, 90853, 90875, 90876, 90880 | G0176, G0177, G0409 - G0411, H0004, H0035 - H0040, H2000, H2001, H2011 - H2014, H2017 - H2020, S0201, S9480, S9484, S9485 with or without a telehealth modifier: 95, GT |

\*Codes subject to change

### What are some Best Practice tips for closing this care gap?

- For new child/adolescent patients taking antipsychotics medications, complete a thorough evaluation and coordination with the mental health professional to ensure that all medications are addressing current symptoms for the patient's on-going stability and recovery
- Be sure to include the code the psychosocial care as a component of the office visit.
- If child is referred out for psycho-social care, follow up with parents to confirm that child was seen.





# For Credentialing Teams

Please pay special attention to the section on page 2 of the CAQH forms that address specialty type and panel (screen shot below). If PCP is selected, members will be auto assigned. When the provider is not a PCP and the box for PCP is selected, it complicates the member attribution process for your practices and negatively impacts any Incentive Based Programs which may be included in your contract or rolled out as part of Risk or Quality.

|  |                          |  |                          |
|--|--------------------------|--|--------------------------|
| <b>Credentialing Contact Information:</b>  |                          |  |                          |
| Applying As: <input type="checkbox"/> Specialist <input type="checkbox"/> Primary Care Physician |                          | PCP Panel: <input type="checkbox"/> Open Panel <input type="checkbox"/> Closed Panel           |                          |
|  |                          | <input type="checkbox"/> Accepting Existing Patients   |                          |
| Primary Specialty:   | *Practitioners Taxonomy: | Secondary Specialty:   | *Practitioners Taxonomy: |
| Please list any patient age restrictions:  |                          | Gender Limitations:<br><input type="checkbox"/> Male Only <input type="checkbox"/> Female Only |                          |

## Timely Filing Guidelines

Claims will not be accepted for payment after **120** days from the date of service. When NH Healthy Families is the secondary payer, the claims must be received within **120** days from the date of disposition (final determination) of the primary payer. Claims received outside of this timeframe will be denied for untimely submission.





## FOR YOUR NH HEALTHY FAMILIES MEDICAID PATIENTS

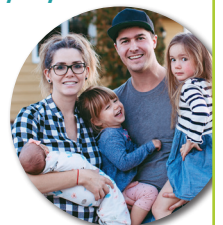
### Confirm Your Coverage Today

Be sure to **verify your Medicaid eligibility or you'll risk losing your coverage.** You can continue your current coverage if your eligibility is confirmed. Learn more at [nheasy.nh.gov](http://nheasy.nh.gov).

**No longer qualify for Medicaid?** We have a plan for that. You can still get comprehensive, affordable coverage for you and your family.

**For Individuals and Families:**  
 Marketplace coverage through Ambetter at [Ambetter.NHhealthyfamilies.com](http://Ambetter.NHhealthyfamilies.com)

**For Individuals 65 and Over**  
*(not available in all areas):*  
 Medicare Advantage coverage through Wellcare at [Wellcare.com/en/New-Hampshire](http://Wellcare.com/en/New-Hampshire)



# Controlling Blood Pressure



**Always:** Retake BP if initial blood pressure is >140/90 mmHg; **Take and record in the medical record**, at least three (3) separate measurements during the visit if the BP is high.

Repeated measurements should be separated by 1 -2 minutes.

## Description:

The percentage of members 18–85 years of age who had at least two visits on different dates of service with a diagnosis of hypertension during the measurement year and whose BP was adequately controlled (< 140/90 mmHg) during the measurement year.

The most recent BP reading during the measurement year must occur on or after the second date of diagnosis of hypertension.

The following criteria determines if the last blood pressure is controlled:

- Members 18–85 years of age whose BP was <140/90 mmHg.

## New

**BP readings that are reported by the member using an electronic device are now acceptable.**

- Document in the note the reading specifically is from an electronic device.
- Telehealth visits are acceptable as long as the BP reading is taken by an electronic device.
- Use of a manual device does not meet criteria.
- Never round up BP readings.
- Use correct cuff size on bare arm.
- Check BP on both arms and record the lowest systolic and diastolic readings.
- Patients should rest quietly for at least 5 minutes before the first BP is taken.

| DO THIS!   | NOT THAT!  |
|--|--|
| Detailed information recorded on medical record  | Not enough information recorded  |
| <b>Vitals:</b><br>Weight: 205 lb Height: 5 ft. & 2 in. BMI: 37.7 BSA: 2 BP: 160/92 sitting L arm Pulse rate: 56 BPM<br>Resp. Rate: 16 RPM<br>BP Retake: 138/84 sitting R arm<br>Always document “reading taken by electronic monitoring device” when applicable. | <b>Vitals:</b><br>Wt 287 lbs, Weight Change -5lbs, Ht 67 in, BMI 44.95, BP 177/113, Temp 97.7 F, HR 91, Oxygen sat % 100 ( BP Noncompliant and Not Retaken ) |

## Billing Codes:

| DESCRIPTION                            | CODES  |
|--|--|
| Hypertension                           | ICD-10: I10  |
| Systolic greater than/equal to 140     | CPT-CAT-II: 3077F  |
| Systolic less than 140                 | CPT-CAT-II: 3074F, 3075F   |
| Diastolic greater than/equal to 90     | CPT-CAT-II: 3080F  |
| Diastolic 80-89                        | CPT-CAT-II: 3079F  |
| Diastolic less than 80                 | CPT-CAT-II: 3078F  |
| Remote Blood Pressure Monitoring Codes | CPT: 93784, 93788, 93790, 99091  |
| Outpatient codes                       | CPT: 99201-99205, 99211-99215, 99241-99245, 99347-99350, 99381-99387, 99391-99397, 99401, 99402, 99403, 99404, 99411, 99412, 99429, 99455, 99456, 99483, 99341-99345 |
| HCPCS: G0402, G0438, G0439, G0463      |  |
| Telephone Visits                       | 98966, 98967, 98968, 99441, 99442, 99443   |
| CPT Modifiers for Telehealth           | 95, GT, 02   |
| Digital Blood Pressure Monitoring      | 93784, 93788, 93790, 99091, 99453, 99454, 99457, 99473, 99474  |

# For Your NH Healthy Families Patients

## Mental Health (MH) Champion

A MH Champion raises awareness for MH, reduces stigma, and provides support and hope to those in need. Any NH Healthy Families member aged 12 to 20 who participates in a qualifying MH related training, program or activity will earn \$50\* of My Health Pays® rewards. [nhhealthyfamilies.com/members/medicaid/benefits-services/mental-health-champion.html](http://nhhealthyfamilies.com/members/medicaid/benefits-services/mental-health-champion.html).

## Ready for My Recovery (R4R)

The Ready for My Recovery (R4R) program provides members access to substance use disorder services. It offers care management, resources and dollar rewards\* for members who are committed to entering a substance misuse recovery program. Learn more at [nhhealthyfamilies.com/members/medicaid/resources/handbooks-forms.html](http://nhhealthyfamilies.com/members/medicaid/resources/handbooks-forms.html) and you'll find the brochure PDF under **Programs and Services**.

\*Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services through June 30 each year.

# NH Healthy Families Secure Provider Portal



As you may already know, a key component of meeting your needs as a provider is our secure Provider Portal. Conduct your business with NH Healthy Families from the convenience of your desktop seamlessly and in real time.

Here's a reminder of some of the features and capabilities that will simplify your experience.

- Streamlined web authorization request
- Easy access to InterQual Connect™ to complete medical reviews for certain procedures
- Identification of non-submitted Service Lines and reason for non-submittal

As always, please contact Provider Services at **1-866-769-3085** 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](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** and ask for the Pharmacy team.

### Provider Updates:

You can find the complete list of Provider Update Notifications at [NHhealthyfamilies.com](http://NHhealthyfamilies.com) under "Provider News"

- [NH Healthy Families Teamed Up With the New Hampshire Fisher Cats for the Sixth Consecutive Year to Support the Base Hits for Kids Program](#)
- [Controlling Blood Pressure Tips for Your NH Healthy Families Patients and Billing Codes](#)
- [Pharmacy Policy Update Effective October 1, 2022](#)

*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**

Like us on Facebook and Twitter to stay in touch with initiatives and happenings around the state. #NHHealthy  