

PROVIDER nh healthy families. *bulletin*

VOL. 6, NO. 1 - MAY 2021

In This Issue:

- 2 -

Reminder:
Panel Reconciliation

- 2 -

PaySpan

- 2 -

Provider Accessibility
Initiative

- 2 -

Ty Law's Getting the
COVID-19 Vaccine

- 3 -

Appointment Accessibility
Standards

- 3 -

Treatment Requirements

- 4 -

InterQual Connect™

- 4 -

Update Corner



nh healthy families.

2 Executive Park Drive
Bedford, NH 03110

NHhealthyfamilies.com

1-866-769-3085

TDD/TTY: 1-855-742-0123

© 2021 NH Healthy Families.
All rights reserved.

NH Healthy Families is underwritten by
Granite State Health Plan, Inc.

Commitment to Communication

From your Provider Relations Team

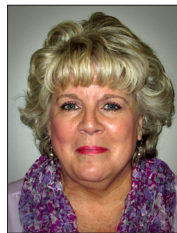
As more and more Granite Staters get vaccinated, we are hopefully turning the corner on the COVID-19 pandemic. NH Healthy Families is doing its part by providing transportation to our members to vaccination sites. In addition, we have embarked on a

COVID-19 vaccine education campaign by partnering with the National Football Hall of Fame. Take a look at former New England Patriot, Ty Law in the enclosed 30-second video on page 2.

Our team is asking for your assistance with two initiatives. Do you have outdated information on your member panel? If so, please update member panel information as soon as possible. Also included in this issue is an Appointment Accessibility Standards survey. The results of which will help to ensure adequate appointment availability, and reduce unnecessary emergency room utilization.

Finally, we are pleased to announce effective June 1, 2021, we will be integrating an exciting new tool, InterQual Connect™ into our Secure Provider Portal. Adding features that will streamline authorization requests and simplify the user experience for things like medical reviews.

As always, we thank our provider partners for working with NH Healthy Families members and the extended community.



In good health,

Jennifer Kent Weiner
Vice President, Network Management
NH Healthy Families

We are your partners in every region throughout the state. If you have a question, call us at 1-866-769-3085

Reminder: Panel Reconciliation

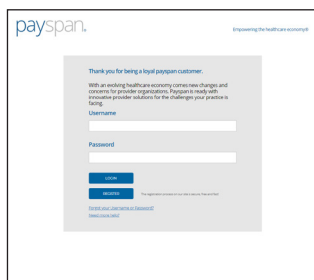
Providers should reconcile their Member Panels to ensure new members who have been assigned to you are contacted for an initial appointment. If you see members on your panel who have been seen elsewhere, please complete the PCP change form and submit to NH Healthy Families. We will take the necessary steps to update our system.

- If you learn that the member is seeing another provider, you should ask the member to contact our Member Services department to have their PCP updated. In addition, you may complete a PCP change form and forward to us and we will work to have the update made.
- If you are unable to reach the member and can see where the member is receiving services, you may complete the PCP change form and we will work to have our system updated.
- If after several attempts you are unable to reach the member, you may reach out to our Member Services team to request assistance.

PaySpan

NH Healthy Families provides EFT and electronic remittance advice by collaborating with Payspan. Payspan is free to providers and can conveniently reduce costs, speed up secondary billing, improve cash flow, and reduce paper usage. NH Healthy Families encourages our provider partners to utilize this convenient, free service.

Visit PaySpan's website for more information:
www.payspanhealth.com



Provider Accessibility Initiative

We Need to Hear From You!

You should see a change in the online Find a Provider tool that has taken your current response to ADA accessibility and mapped it into 65-detailed disability access questions. In order to ensure you disability access is current and accurate, we ask you complete the survey at the link below. Please fill it out to the best of your abilities, for every service location where you serve NH Healthy Families members.

We thank you for your continued commitment to providing equal access to quality healthcare and services that are physically and programmatically accessible for our members with disabilities and their companions. **Survey is available at** https://centene.az1.qualtrics.com/jfe/form/SV_5cBPsXQOgTfd7BX

**Please note: We have received surveys that are missing the electronic signature, which is required. These questions are included in both the new and re-credentialing provider applications.

Ty Law's Getting the COVID-19 Vaccine

Pro Football Hall of Famer and former New England Patriots cornerback Ty Law knows his family and his community count on him. That's why he's getting the COVID-19 vaccine.

Watch Ty Law's video at this link:
youtube.com/embed/9RExL7lRNjA?rel=0&autoplay=1



Appointment Accessibility Standards

NH Healthy Families follows the accessibility requirements set forth by applicable regulatory and accrediting agencies. NH Healthy Families monitors compliance with these standards on an annual basis through a Provider Survey. It is the expectation that all providers will comply with the survey request. We will use the results of appointment standards monitoring to ensure adequate appointment availability, and reduce unnecessary emergency room utilization.

TYPE OF APPOINTMENT	SCHEDULING TIME FRAME
Transitional care after inpatient stay (medical or behavioral) – PCP, Specialist or CMHC	Within 2 business days of discharge when part of a member’s discharge plan from inpatient care
Transitional care after inpatient stay (medical or behavioral) – Home care	Within 2 calendar days of discharge – must be ordered by PCP, specialty care provider or as part of discharge plan
PCP non-symptomatic office visit	Within 45 calendar days of request
PCP non-urgent, symptomatic visits	Within 10 calendar days of request
PCP or other provider Urgent, symptomatic office visits	Within 48 hours
Mental Health Providers	Care within 6 hours, or direct member to crisis center or ER For a non-life threatening emergency. Care within 48 hours for urgent care appointment. Care within 10 business days for a routine office visit.
Post Discharge from New Hampshire Hospital	Contact with community mental health center within 48 hours of psychiatric discharge from New Hampshire Hospital and follow-up appointment to occur within 7 calendar days
Private Hospital Psychiatric Discharge	Follow-up appointment within 7 calendar days
Emergency Providers (medical and behavioral)	Immediately (24 hours a day, 7 days a week) and without prior authorization

Please access the link below and complete the survey.

Link to our website, where you can scroll down to the bottom of the page and select either the PCP or Specialist Survey: <https://www.nhhealthyfamilies.com/providers/resources.html>

PCP Survey-you may copy this into your browser: <https://www.surveymonkey.com/r/SPYDCSP>

Specialist Survey-you may copy this into your browser: <https://www.surveymonkey.com/r/WTVTDJG>

Treatment Requirements

Providers (facilities and community mental health centers) must ensure Members that are discharging from an inpatient psychiatric or crisis stabilization unit (CSU) acute care, are scheduled for outpatient follow-up and/or continuing treatment prior to discharge. The outpatient appointment must be set before discharge and must occur within seven (7) days of member discharge from an inpatient psychiatric setting or crisis stabilization.

InterQual Connect™

NH Healthy Families Secure Provider Portal

NH Healthy Families and Ambetter from NH Healthy Families values the relationships we have with our provider partners and works to ensure that doing business with us is easy and straightforward. A key component of meeting provider needs is our secure Provider Portal, which enables providers to conduct business with NH Healthy Families from the convenience of their desktops seamlessly and in real time.

New Features

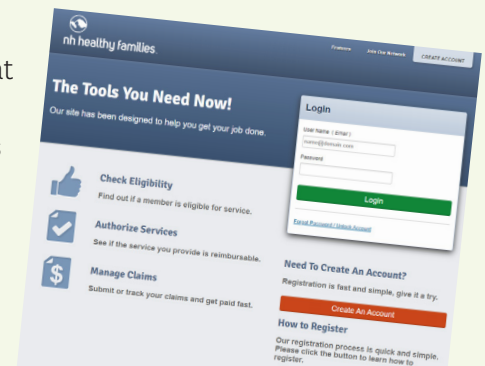
We are pleased to announce effective June 1, 2021, NH Healthy Families and Ambetter from NH Healthy Families will be integrating an exciting new tool, InterQual Connect™ into our Secure Provider Portal. Adding features that will simplify the provider experience, and offers several new capabilities:

- Streamlined web authorization request
- Easy access to InterQual Connect to complete medical reviews for certain procedures

- Completed InterQual medical review will automatically be included with your web authorization submission
- Possible same-day approval based on outcome of a completed InterQual medical necessity review
- Identification of non-submitted Service Lines and reason for non-submittal

We believe the enhancements to our Provider Portal will create a more user-friendly experience, and enhance your ease of doing business with NH Healthy Families and Ambetter from NH Healthy Families. We hope you will take a moment to explore them.

Please contact Provider Services at **1-866-769-3085** with any questions you may have.



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"

- [Expanded Telehealth Coverage Extended in Response to Continued COVID-19 Public Health Emergency](#)
- [InterQual Connect](#)
- [NH Healthy Families and the Centene Institute for Advanced Health Education Launch Youth Impact Award for Vaping Prevention](#)

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

