



nh healthy families™

provider bulletin

SUMMER 2016



Asthma Education: Go Back to Basics

A comprehensive medication plan is critical in order to successfully manage asthma. When discussing the basics with patients who are struggling to control their asthma symptoms, ask them if they understand when and how to take their everyday maintenance medication, their quick-relief medication and any nebulizer medications.

Also, take advantage of this online resource to help educate patients and their caregivers: The American Lung Association's (AHA) free interactive online course, "Asthma Basics."

www.lung.org/lung-health-and-diseases/lung-disease-lookup/asthma/asthma-education-advocacy/asthma-basics.html ■

New SUD Benefits in New Hampshire for Medicaid

Beginning July 1, new substance use disorder benefits become effective for New Hampshire Medicaid members. Increased coverage to help support those needing help with their recovery includes:

- Initial Assessments
- Crisis Intervention
- Individual, family, and group counseling
- Withdrawal management
- Suboxone and methadone administration & services
- Intensive outpatient and partial levels of care
- Inpatient rehabilitative services
- Peer recovery support

This new coverage will be added to existing services that address the needs of people are seeking help or are in recovery:

- Integrated Care Management
- Provider Support and Referral Services
- Support for the Homeless
- Naloxone (Narcan) Training Support ■

Asthma HEDIS Measures

Medication Management for People with Asthma: Members ages 5 to 85	Two measures reported: 1. Members remaining on asthma controller medication for at least 50% of their treatment period. 2. Members remaining on asthma controller medication for at least 75% of their treatment period.
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Codes	ICD-10: J45.40-J45.42, J45.50-J45.52, J45.901, J45.902, J45.909, J45.990, J45.991, J45.998
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Care Managers Connect the Dots

Care managers are advocates, coordinators, organizers and communicators. They are trained nurses and practitioners who can support you and your staff, as well as your patients.

Support and Communication

A care manager's goal is to promote quality, cost-effective outcomes by supporting patients and their caregivers. They are often assigned by the health plan to a member when the member's condition needs complex coordinated care that the member may not be able to facilitate on his or her own.

A care manager connects the member with the healthcare team by providing a communication link between the member, his or her primary care physician, the member's family and other healthcare providers such as physical therapists and specialty physicians.

On Your Team

Care managers do not provide hands-on care, diagnose conditions or prescribe medication. The care manager helps a member understand the benefits of following a treatment plan and the consequences of not following the plan outlined by the physician. In this way, they become the eyes and ears for the healthcare team, and a resource for physicians, the member and the member's family.

Our team is here to help your team with:

- Non-compliant members
- New diagnoses
- Complex multiple co-morbidities

Providers can directly refer members to our case management group. Providers may call 1-866-769-3085 for additional information about the case management services offered by NH Healthy Families. ■

Updates to Our Pharmacy Coverage

NH Healthy Families is committed to providing high-quality, appropriate and cost-effective drug therapy to its members. We are regularly evaluating therapeutic classes and new drugs that arrive on the market.

Our Pharmacy and Therapeutics Committee, whose membership includes community-based physicians, pharmacists and other practitioners, makes decisions on changes to the Preferred Drug List (PDL), or formulary.

Learn More: To get a printed copy of the most current PDL, which includes the procedures for prior authorization and other guidelines such as step therapy, quantity limits and exclusions, please call provider relations at 1-866-769-3085. You can also view the PDL online at NHhealthyfamilies.com. ■

A Shared Agreement

Member rights and responsibilities cover members' treatment, privacy and access to information. We have highlighted a few below. There are many more and we encourage you to consult your provider handbook to review them.

Member rights include, but are not limited to:

- Receiving all services that we must provide
- Assurance that member medical record information will be kept private
- Being able to ask for, and get, a copy of medical records, and being able to ask that the records be changed/corrected if needed

Member responsibilities include:

- Asking questions if they don't understand their rights
- Keeping scheduled appointments
- Having an ID card with them
- Always contacting their primary care physician (PCP) first for nonemergency medical needs
- Notifying their PCP of emergency room treatment. ■

REMINDER: *Submit Medical Records*

To help us process authorization requests accurately and efficiently, please submit sufficient medical information to justify the request and allow for timely processing. Submitting insufficient medical records can cause processing delays and increase the risk for denials.

If you have questions or concerns about the type of medical information required, contact our Medical Management Department at 1-866-769-3085. ■

Access and Availability

The availability of our network practitioners is essential to member care and treatment outcomes. We evaluate the performance in meeting these standards and appreciate you working with us to accommodate our members' clinical needs. In order to ensure appropriate care, we have adopted the accessibility standards below. ■

TYPE OF APPOINTMENT	SCHEDULING TIME FRAME
Emergency Services including ESP (Medical and Behavioral Health Services)	Immediately upon presentation at the service delivery site, including non-network and out-of-area facilities, 24 hours a day, 7 days a week
TYPE OF PCP APPOINTMENT	SCHEDULING TIME FRAME
PCP Urgent Visits	Within 48 hours of the member's request
Non-Urgent Symptomatic Care	Within 10 days of the member's request
Routing PCP Visits	Within 45 calendar days of the member's request
TYPE OF SPECIALIST APPOINTMENT	SCHEDULING TIME FRAME
Urgent Care Appointments	Within 48 business hours of the member's request
Non-Urgent Symptomatic Care	Within 30 calendar days of the member's request
Routine Specialist Visits	Within 60 calendar days of the member's request
TYPE OF BEHAVIORAL HEALTH APPOINTMENT	SCHEDULING TIME FRAME
Urgent Care Appointments	Within 48 hours
All Other Behavioral Health Visits	Within 14 calendar days
PER THE INPATIENT OR 24-HOUR DIVERSIONARY DISCHARGE PLAN	SCHEDULING TIME FRAME
Non 24-hour Diversionary Services	Within 2 calendar days of discharge
Medication Management	Within 14 calendar days of discharge
Other Outpatient Services	Within 7 calendar days of discharge

Thank you for complying with this assessment and providing the highest quality care for our members.

Disease Management Supports Healthy Outcomes

As part of our medical management and quality improvement efforts, we offer members disease management programs.

A major goal of our disease management program is to support the member's ability to self-manage chronic conditions. We strive to achieve this by ensuring that referrals are made to the proper providers, providing health education, promoting coordination among providers, and encouraging adherence. Disease Management includes personal telephonic coaching for conditions like:

- Asthma
- Back Pain Management
- COPD
- Diabetes
- High Blood Pressure
- Heart Failure
- Tobacco Cessation
- Weight Management

Learn more about our disease management services at NHhealthyfamilies.com or by calling 1-866-769-3085. ■

Caring for Adolescents

Growing into adulthood is a time of great transition—including changes in healthcare needs. NH Healthy Families supports members of all ages getting the care they need.

Parents and providers should discuss whether adolescents and teens are seeing the right doctor. For example, children who are seeing pediatricians may need to switch to an adult doctor. Talk with parents. You can help ensure that there are no breaks in a child's care. It's important for children to see their doctor at least once a year.

NH Healthy Families is required to provide information about how it can help members who are reaching adulthood choose an adult primary care practitioner. Members who need help finding the right doctor or making appointments can call our Customer Service staff at 1-866-769-3085. ■

HEDIS Spotlight:

Antidepressant Medication Management

The HEDIS AMM measure includes two sub-measures:

1. Antidepressant Medication Management (Acute Phase)

Percent of health plan members 18 years and older with a diagnosis of depression who were treated with an antidepressant medication and remained on the medication for at least 12 weeks.

2. Antidepressant Medication Management (Continuation Phase)

Percent of members 18 years and older with a diagnosis of depression who were treated with an antidepressant medication and remained on the medication for at least 6 months.

Depression is the most common form of mental illness, affecting about 26 percent of American adults. Antidepressants have a significant role in treatment plans, but patient adherence is a notable challenge.

Make adherence a priority among patients who have been prescribed antidepressants. Ask patients to discuss side effects should they arise. Suggest patients track their feelings with a simple notation on their calendar—a plus or minus mark, a smiling or frowning face. At their next appointment, review overall trends along with medication compliance. For many patients, feeling involved in their treatment program can encourage adherence.

In support of our efforts to improve the healthcare of our members, NH Healthy Families is conducting mail and telephonic outreach to select members to improve adherence. ■

Out-of-Network Provider Update

Have you seen our Out-of-Network Guidelines? You can find them in the Provider Notifications page on NHhealthyfamilies.com. All requests for out-of-network services and procedures obtained by NH Healthy Families members must be prior authorized unless deemed exempt as stated in the guidelines. This includes out-of-network services at Boston Children's Hospital.

In an effort to assist you, NH Healthy Families now employs a **Clinical Nurse Liaison** as a resource for providers. For more information about the Clinical Nurse Liaison, please refer to the guidelines or call Provider Services at 1-866-769-3085. ■

- **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



Behavioral Health: Post-Discharge Appointments

Do you have a patient who was recently hospitalized for a behavioral health condition and is having difficulty arranging a post-discharge appointment? Let us help.

Outpatient follow-up within 7 days of discharge—as well as another visit within 30 days of discharge—is vital to an individual's recovery. It is an opportunity to support their transition back into the community and to ensure they are taking prescribed medications correctly.

We have staff who will work with you to encourage the appropriate follow-up care. If you're an outpatient provider and you cannot meet the appointment needs of these discharging members, or if you have more availability than is being utilized, contact your NH Healthy Families Provider Relations Specialist to let them know.

NH Healthy Families will continue to work diligently with our facilities, outpatient providers and members to help schedule these valuable appointments.

Here are some ways we can assist:

- Scheduling support for follow-up appointments within the 7-day and 30-day time frames.
- Appointment reminder calls to members.
- Member transportation assistance. ■



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