nh healthy families™

provider bulletin

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Helping Moms Start Smart

Start Smart for Your Baby® (Start Smart) is our special program for women who are pregnant. We want to help women take care of themselves and their babies every step of the way. To take part in this program, women can contact Member Services at NH Healthy Families. As soon as you confirm a patient's pregnancy, submit a Notification of Pregnancy (NOP) form and we will enroll the member into the program.

This program offers educational materials and personalized care management for those members with complex health conditions. We seek to provide our members helpful information and services as early as possible in pregnancy.

Appropriate prenatal and postpartum care prevents problems with both the mother and baby. NH Healthy Families wants to work with you to ensure every mother and baby get the care they need. Please make sure members schedule their first prenatal visit within the first trimester or within 42 days of enrollment with the plan. A postpartum visit must be scheduled between 21 and 56 days after delivery.

Notification of Pregnancy Incentive Program

The NH Healthy Families' Notification of Pregnancy (NOP) Incentive Program offers rewards of $15-$25 to participating Primary Care Providers for completing and submitting NOP forms in a timely manner. The earlier the form is submitted, the greater the reward. The incentive is payable only for the first identification of each pregnant member. For more information about this program and how it works, call 1-866-769-3085, Extension 63426. ■

We are excited to announce

that our annual Provider Satisfaction Survey is coming up! 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.
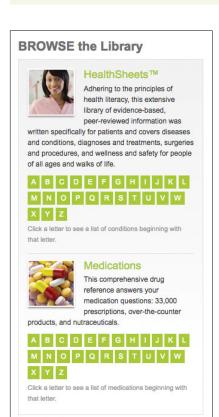
Updated Information and Forms on the Website

We have recently updated and/or added a few documents to the NH website Provider Resource page for your convenience. If you are relying on these forms or documents as your work with our members / your patients, please make sure to use the latest ones. The actual URL to click on for each document is listed below.

Revised Documents:
- **Claims Billing Aid:** https://www.nhhealthyfamilies.com/content/dam/centene/NH%20Healthy%20Families/Medicaid/pdfs/13-Claims%20Billing%20Aid%2020170517.pdf
- **Claim Adjustment Request Form:** https://www.nhhealthyfamilies.com/content/dam/centene/NH%20Healthy%20Families/Medicaid/pdfs/14-Claim%20Adjustment%20Req%20Form%2020170516.pdf
- **Member Connections Referral:** https://www.nhhealthyfamilies.com/content/dam/centene/NH%20Healthy%20Families/Medicaid/pdfs/18-Member%20Connections%20Ref%20Form%2020140322AB.pdfc
- **Provider Orientation:** https://www.nhhealthyfamilies.com/providers/resources/forms-resources.html (under presentations)
- **Provider Satisfaction Reports:** https://www.nhhealthyfamilies.com/providers/resources/forms-resources.html (under presentations)

New Forms:
- **Provider Change Form:** https://www.nhhealthyfamilies.com/content/dam/centene/NH%20Healthy%20Families/Medicaid/pdfs/NHHF-Provider-Change-Fillable-Form-Revision.pdf
- **CAQH Provider Data Form:** https://www.nhhealthyfamilies.com/content/dam/centene/NH%20Healthy%20Families/Medicaid/pdfs/CAQH%20-%20NH%20Credentialing%20Application%20Packet-rev.pdf
- **W9:** https://www.nhhealthyfamilies.com/content/dam/centene/NH%20Healthy%20Families/Medicaid/pdfs/W9.pdf ■

BROWSE the Library

HealthSheets™

Adhering to the principles of health literacy, this extensive library of evidence-based, peer-reviewed information was written specifically for patients and covers diseases and conditions, diagnoses and treatments, surgeries and procedures, and wellness and safety for people of all ages and walks of life.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Click a letter to see a list of conditions beginning with that letter.

Medications

This comprehensive drug reference answers your medication questions: 33,000 prescriptions, over-the-counter products, and nutraceuticals.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Click a letter to see a list of medications beginning with that letter.

New Access to Krames Health Library on Website

NH Healthy Families is pleased to announce the transition of our online public website Health Information Library to Krames. You can find the new Health Information Library by going to **NHhealthyfamilies.com** and selecting "Health and Wellness" under Medicaid Plan.

The Health Library is stocked with over 4,000 Krames Information Sheets which are maintained and updated continually. Now NH Healthy Families members and providers can get more value from our websites by accessing health and medication topics directly—anytime of day or night.

Information can be found through a simple keyword search or by choosing a letter and browsing the topics in that section. The sites have two areas: one focused on diseases, conditions, symptoms, treatments, procedures, wellness and more. The other area is completely devoted to medications and has information on 33,000 prescriptions, over-the-counter products, and nutraceuticals.

This is a great tool and NH Healthy Families is happy to offer on our website. ■

Prior Authorization

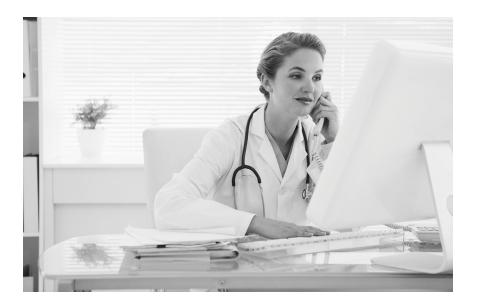### *How long does it take to get an answer?*

Standard PA requests

1. For Standard Prior Authorization requests, NH Healthy Families has up to 14 days to complete and respond back to the provider

2. We request that you send us Standard Prior Authorization requests at least 5 days prior to the service date.

3. Please prepare to give the Utilization Management (UM) process up to 14 days to be completed for all standard elective authorization requests.

4. Also send in all relevant clinical information at the time of your request, as this will allow us to process your request more readily.

Urgent PA requests

1. Urgent requests are Prior Authorizations for services that require expeditious processing such as when a member's clinical presentation warrants an immediate review.

2. Once the clinical information is received, NH Healthy Families will process the request within 72 hours.

Inpatient or Concurrent requests

1. NH Healthy Families requires notification of an inpatient emergency admission or concurrent request within one day of the member's admission as an inpatient.

2. If sufficient clinical information is supplied with the request; NH Healthy Families will make a decision within 24 hours.

3. If there is insufficient clinical information, we will contact the provider to supply the needed information as soon as possible. In that case NH Healthy Families will render a decision on the Prior Authorization within three days. ■

The Bane of Incomplete Prior Authorization (PA) Forms

Please note that, for all Prior Authorization review requests, if clinical information is not received within the timeframe needed to make the determination NH Healthy Families will issue a denial. The reason will be: lack of clinical information.

To avoid a denial based on lack of information, fill out the entire PA form COMPLETELY and you will ensure a timely processing of a request. The correct PA forms can be found at **NHhealthyfamilies.com**.

Here are some common information missteps that can cause a PA to be denied. Make sure yours has:

- The servicing providers NPI and Tax ID numbers
- The member's name, date of birth and the health plan member number
- Provider contact information
- The correct procedure codes
- A relevant diagnosis code(s)

A determination CANNOT be rendered if the PA form is incomplete. Please include all relevant clinical information with the PA to expedite your request.

If you are not sure whether you need a Prior Authorization at all, you can:

- Use the code checker on the website to check if the particular treatment or service requires prior authorization.
- Call a UM representative at **1-866-769-3085**. ■

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

Removal of Lantus from Formulary

Beginning on July 5, 2017, Lantus will be removed from the Formulary and will require prior authorization. A new biosimilar, Basaglar, is now available in place of Lantus and will be the preferred product. NH Healthy Families Providers with members that are currently prescribed Lantus will be contacted by mail with further instructions and prior authorization requirements.

Please work with your patient(s) to determine if switching to Basaglar is appropriate. If you should find that a change is not appropriate please call NH Healthy Families at **1-866-769-3085**, Monday through Friday, 8 a.m. to 5 p.m. to request a prior authorization or visit us online at **NHhealthyfamilies.com**.

If you have any questions or concerns or would like to begin the prior authorization process to prevent disruption of care you may contact NH Healthy Families at **1-866-769-3085**. ■

Extending Authorization Timeframe for Adult Medical Day Services

Through a collaborative effort with Adult Medical Days Services (AMDS) providers, NH Healthy Families has determined that it will revise its prior authorization requirement for members who require AMDS from a maximum of three (3) months to a maximum of twelve (12) months.

Effective for dates of services after June 1, 2017, providers may request a twelve month span for AMDS when medically necessary.

As a reminder, providers may request prior authorization using the NH Healthy Families Provider Secure Portal, or by submitting the prior authorization request form located at **NHhealthyfamilies.com**.

Note that authorization is not a guarantee of benefits or payment. Payment of benefits is subject to any subsequent review of medical information or records, the patient's eligibility on the date the service is rendered and any other contractual provisions of the plan.

We are excited about this change and hope that it will lessen the administrative time required to obtain authorizations for your patients, our members. Please contact Provider Services with any questions **1-866-769-3085**. ■

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.

■ **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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