

provider BULLETIN



nh healthy families.

1-866-769-3085
NHhealthyfamilies.com

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Claims Billing Reminder: NPI

NH Healthy Families thanks you for being a partner in our network. As a reminder, providers must bill with their NPI number on claims. We encourage our providers to also bill their taxonomy code in box 24Ja to avoid possible delays in processing. Claims missing the requirements will be returned, and a notice sent to the provider, creating payment delays. Such claims are not considered “clean” and therefore cannot be accepted into our system.

Claims must include the NPI of the Billing and Furnishing/ Rendering Provider (for intern/resident claims, please use the supervising physician’s NPI)

- For HCFA-1500 claims, report the NPI in the **Rendering field** (#24-J)
- For UB-04 claims, report the NPI in the **Attending field** (#76)



Please reference the NH Healthy Families Billing Manual on the NH Healthy Families website for more information and detailed instructions. The Billing Manual can be found at www.nhhealthyfamilies.com → Provider Resources → Manuals, Forms, Resources → NH Healthy Families Billing Manual.



NH Healthy Families' Out-of-Network helpline

This line is available **Monday through Friday from 8:00 a.m. to 5:00 p.m.** The NH Healthy Families' Out-of-Network helpline provides the option for providers to contact a member of our Health Plan staff to assist with redirection to one of our network or preferred providers. A member of our staff is ready to assist you. Please call the NH Healthy Families' Out-of-Network helpline at **1-844-699-6840**.

Did you know?

At NH Healthy Families we offer our members an Integrated Care Management program. This program can help to assist members with complex medical and behavioral health needs, identify their own health care goals, arranging transportation, and finding providers in our network. Please call **1-866-769-3085** and request a Care Management referral for your clients today.

Availability of our Providers

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 availability standards below.

TYPE OF APPOINTMENT	SCHEDULING TIME FRAME
Transitional care after inpatient stay (medical or behavioral)— PCP, specialist or CMHC	Within 7 calendar days of discharge
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 30 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
Specialist Routine	Within 45 days of the request
Specialist Urgent	Within 48 hours of the request
Mental health providers	Care within 6 hours for a non-life threatening emergency; care within 48 hours for urgent care; appointment within 10 business days for a routine office visit
Post discharge from New Hampshire Hospitals	Contact with community mental health center within 48 hours of psychiatric discharge from a 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 Primary Care and Specialist Providers must provide either an answering service or after-hours message with information on how to access after-hours care.

Notification of Pregnancy Member Incentive Program



As of July 1, 2018, all members who have a successful notification of pregnancy (NOP) assessment completed before their 25th week of pregnancy will receive a diaper bag filled with useful items for baby including diapers, wipes, lotion, nail clippers, bulb syringe, medication dispenser, and comb/brush set. Members can elect to complete the form themselves online, telephonically with a NH Healthy Families call center representative, or by mailing in the form. Members who have an assessment completed by their provider will be eligible to receive the incentive as well. This incentive is at no cost to the member. Please submit an NOP for your pregnant members or encourage them to participate by submitting their own forms.

In an effort to reduce the administrative barriers for providers, NH Healthy Families will no longer require providers to submit the Notification of Pregnancy Reimbursement form, to receive the provider incentive payment for completing the NOP. Provider incentive payments will be made on a quarterly basis based on the NOPs submitted by the provider.

Incentives Statement

NH Healthy Families does not reward practitioners, providers, or employees who perform utilization reviews, including those affiliated with delegated entities for issuing denials of coverage. Utilization Management (UM) decisions are based only on appropriateness of care, service, and existence of coverage. Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

NH Healthy Families and its delegated health plan partners have utilization and claims management systems in place in order to identify, track, and monitor the care provided and to ensure appropriate healthcare is provided to our members.

NH Healthy Families has implemented the following measures to ensure appropriate utilization of health care:

- A process to monitor for under and overutilization of services and take the appropriate intervention when identified
- A system in place to support the analysis of utilization statistics, identification of potential quality of care issues, implementation of intervention plans and evaluation of the effectiveness of the actions taken
- A process to support continuity of care across the health care continuum

If you have any questions please call a NH Healthy Families Provider Network Specialist at **1-866-769-3085**.

HEDIS for Diabetes

The HEDIS measure for comprehensive diabetes care includes adult patients with Type I and Type II diabetes. There are multiple sub-measures included:

HbA1c testing—completed at least annually. Both CPT codes 83036 and 83037 can be submitted when this test is completed.

- HbA1c level—
 - HbA1c result > 9.0 = poor control
 - HbA1c result < 8.0 = good control
 - HbA1c result < 7.0 for selected population
- Blood pressure control— < 140/90
- Dilated retinal eye exam—annually, unless the exam the year prior was negative, then every two years
- Nephropathy screening test—macroalbumin or microalbumin urine test at least annually (unless documented evidence of nephropathy)

What providers can do

1. Dilated retinal eye exam: NH Healthy Families can assist your office with finding a vision provider. Our vision vendor supports our efforts by contacting members in need of retinal eye exams to assist them in scheduling an appointment.
2. Nephropathy screening test: Did you know a spot urine dipstick for microalbumin or a random urine test for protein/creatinine ratio are two methods that meet the requirement for nephropathy screening?

For more information call us at **1-866-769-3085** or visit the Quality Improvement page of NHhealthyfamilies.com.

UPDATE CORNER



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”

- [Updated Home Health Payment and Clinical Policies](#)
- [Diagnosis Coding for Neonatal Abstinence Syndrome on Newborn Claims](#)
- [NH Healthy Families Prior Authorization Update: Intensity Modulated Radiation Therapy](#)
- [NH Healthy Families Prior Authorization Update: BRCA Genetic Testing](#)
- [New Hampshire Substance Use Disorder Treatment and Recovery Access Section 1115\(a\) Research and Demonstration Waiver and its Billing Requirements](#)
- [NH Healthy Families working with LexisNexis & American Medical Association Business Solutions](#)
- [Clinical Policy: Dental Procedures Performed in a Facility](#)
- [NH Community Mental Health Targeted Case Management](#)
- [PaySpan Operational Update](#)
- [NH Healthy Families Sponsors Communities for Alcohol- and Drug-Free Youth Summit](#)

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.