

Provider BULLETIN



nh healthy families.

1-866-769-3085
NHhealthyfamilies.com

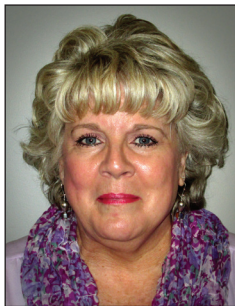
2 Executive Park Drive
Bedford, NH 03110

2018 Vol. 3, No. 11

(DECEMBER 2018)

Commitment *to* Communication

From your Provider Relations Team



Dear Provider:

It was a pleasure to visit you this holiday season to review some of the updates to our Medicaid population. We hope the toolkit packet we provided was useful. Please continue to check our website's provider portal for regular updates to the toolkit.

Over the past year, our Provider Relations team conducted 3149 visits. We streamlined communications to one single point of contact, and we reinforced our commitment to communication with timely updates on operational enhancements.

In 2019, look for improvements to our provider portal that will include more resources that will be easier to find. You will continue to have a single point of contact who will provide regular updates and information on changes to Medicaid, new resources and our continuous infrastructure enhancements.

Thank you for your collaboration, and for all you do for our members. Have a safe and happy holiday season!

In good health,

Jennifer Kent Weiner
Vice President, Network Management
NH Healthy Families



Information about Electronic Transactions (EDI)

NH Healthy Families is committed to providing our participating providers with the best tools possible to support their administrative needs. Our electronic transactions capabilities will speed up the processing and payment of your claims.

Electronic Transactions (EDI) support for HIPAA transactions is provided for the health plan by Centene Corporation. Centene is currently receiving professional, institutional, and encounter transactions electronically, as well as generating an electronic remittance advice/explanation of payment (ERA/EOP). To conduct other HIPAA transactions not listed, please contact our EDI department at **1-800-225-2573, ext. 25525**.

The following list contains trading partners currently active with our health plan. All providers are encouraged to contact one of these trading partners to utilize our electronic transaction options.

NH Healthy Families' Payer ID is 68069. Our behavioral health Payer ID is 68068. The clearinghouses are:

- Allscripts/ PayerPath
- Availity
- Capario/MedAvant
- ClaimMD
- ClaimRemedi
- Emdeon
- Encoda
- First Healthcare
- GHNonline
- Great Expectations
- IGI
- MDonline
- Medassets/Xactimed
- Netwerkes/Optum
- Practice Insight
- Relay Health/ Mckesson
- Smart Data Solutions
- SSI
- Trizetto/GatewayEdi
- Zirmed

Secure Portal

Providers also have the option to submit claims through the NH Healthy Families Secure Web Portal at: NHhealthyfamilies.com.

Through the Secure Web Portal Providers can:

- Check Member Eligibility
- Submit Prior Authorization Requests
- View Patient Lists and Care Gaps
- Submit, view and adjust claims
- View Payment History
- Detailed patient & population level reporting

New! Providers can now submit claims attachments when submitting through the secure portal.

G-Codes for Functional Reporting

NH Healthy Families would like to notify Ambetter providers that reporting non-payable G-codes and modifiers to convey information about the beneficiary's functional status for Physical Therapy, Occupational Therapy, and Speech Therapy services, on claims billed to Ambetter from NH Healthy Families is **no longer required**. The Centers for Medicare and Medicaid Services (CMS) eliminated this requirement effective January 1, 2017 and Ambetter from NH Healthy has followed suit. Please contact your provider relations representative or provider services with any questions at: **1-866-769-3085**.

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**.

New Ex Code

NH Healthy Families would like to notify providers of a new explanation code, **EXxx - DENY: CMS MEDICAID NCCI UNBUNDLING**, that is associated with payment policy CC.PP.014 – Modifier – 59 Clinical Validation, located at NHhealthyfamilies.com - For Providers – Manuals, Forms and Resources – Clinical & Payment Policies.

The original explanation codes, EXys - REIMBURSEMENT INCLUDED IN ANOTHER CODE PER CMS/AMA/MEDICAL GUIDELINES, will still be used for bundling without modifier – 59 present. To increase efficiency, a team of nurses within Centene will clinically validate all code pairs with modifier 59, after the claim passes through the claims editing system.

Please contact provider services with any questions at: **1-866-769-3085**.

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:

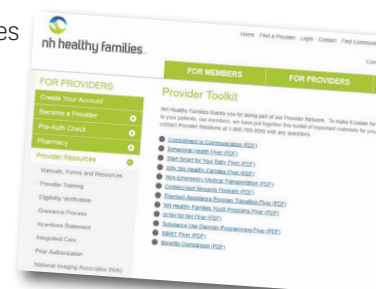
- A process to monitor for under and overutilization of services and take the appropriate intervention when identified
- A system in place to support the analysis of utilization statistics, identification of potential quality of care issues, implementation of intervention plans and evaluation of the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

If you have any questions you can contact a member of the NH Healthy Families Utilization Management department at **1-866-769-3085**.

New Provider Toolkit on the Website

As you know, the NH Healthy Families members currently enrolled in the Premium Assistance Program will be transitioned to Medicaid starting January 1, 2019. To help make this transition easier, we have created a Provider Toolkit on our website to assist you in discussing any

questions your members may have about this change. To see the Toolkit visit the "Provider Toolkit" tab of the Provider Resources page at NHhealthyfamilies.com.



Behavioral Health Services for Your Patients

If you have patients who struggle with depression, anxiety, substance use disorder or other behavioral health conditions, we have resources to help. NH Healthy Families offers our members access to all covered, medically necessary behavioral health services.

NH Healthy Families' Integrated Care Management Program includes on site Behavioral Health Care Managers who work in partnership with Medical Care Managers to help your patients get whatever care they need. For help identifying a behavioral health provider or for information about any Prior Authorization that may be needed for inpatient or outpatient services, call **1-866-769-3085**.



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**.

Follow Up after a Behavioral Health Inpatient Stay

NH Healthy Families can help your patients schedule appropriate after-care to improve the follow-up rates for members who have been hospitalized for a behavioral health condition. **Outpatient follow-up within seven days of discharge is vital to members' recovery.** It is an opportunity to support their transition back into the community and to ensure they are taking prescribed medications correctly.

Please contact NH Healthy Families if you have a patient who has been recently hospitalized for a behavioral health condition and who is having difficulty arranging a post discharge appointment. We will work with your staff to make these arrangements. NH Healthy Families works diligently with our network facilities, outpatient providers, and members to schedule these valuable appointments.

Here are some ways we can help:

- Scheduling assistance to obtain follow-up appointments within the seven-day time frame.
- Appointment reminder calls to members.
- Member transportation assistance.

To learn more call **1-866-769-3085** or visit NHhealthyfamilies.com.

Open Enrollment Reminder

At NH Healthy Families, we care about the health of our members, your patients. As we approach the end of open enrollment, we wanted to take a moment to remind you that the enrollment period ends on December 15, 2018. NH Healthy Families would encourage our provider partners to take a moment to remind your patients to sign up for insurance before the end of the enrollment period.



Practitioner Rights

NH Healthy Families thanks you for being part of our network of participating physicians, hospitals, and healthcare professionals. As part of our commitment to you, we will occasionally provide you with a reminder of your rights as a member of our network.

Credentialing and Re-credentialing

The credentialing and re-credentialing process exists to ensure that participating providers meet the criteria established by NH Healthy Families, as well as government regulations and standards of accrediting bodies. In order to maintain a current provider profile, providers are required to notify NH Healthy Families of any relevant changes to their credentialing information in a timely manner.

Right to Review and Correct Information

All providers participating within the NH Healthy Families' network have the right to review information obtained by NH Healthy Families to evaluate their credentialing and/or re-credentialing application. This includes information obtained from any outside primary source such as the National Practitioner Data Bank, malpractice insurance carriers and state licensing agencies. This does not allow a provider to

review references, personal recommendations, or other information that is peer review protected.

Should a provider believe any of the information used in the credentialing/re-credentialing process to be erroneous, or should any information gathered as part of the primary source verification process differ from that submitted by a practitioner, they have the right to correct any erroneous information submitted by another party. To request release of such information, a written request must be submitted to the NH Healthy Families' credentialing department. Upon receipt of this information, the provider will have 14 days to provide a written explanation detailing the error or the difference in information to NH Healthy Families. The NH Healthy Families' Credentialing Committee will then include this information as part of the credentialing/recredentialing process.

Right to be Informed of Application Status

All providers who have submitted an application to join NH Healthy Families have the right to be informed of the status of their application upon request. To obtain status, contact the NH Healthy Families' Provider Relations department at **1-866-769-3085**.

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"

- [PT/OT/ST Prior Authorization Update](#)
- [NCQA's HEDIS 2019 Volume 2: Technical Specifications for Health Plans Well Child Visit Updates](#)
- [Provider Demographic Data](#)
- [Prohibition of Balance Billing for Ambetter from NH Healthy Families](#)

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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