



# Provider BULLETIN



nh healthy families.

1-866-769-3085  
NHhealthyfamilies.com

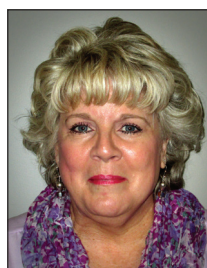
2 Executive Park Drive  
Bedford, NH 03110

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## Commitment to Communication

*From your Provider Relations Team*



Dear Provider Partners,

Recently, NH Healthy Families launched our OpiEnd® initiative, a multi-faceted program that addresses the opioid epidemic in New Hampshire. OpiEnd offers comprehensive education and resources about Opioid Use Disorder (OUD) to Members, providers, schools and the community.

A key component of OpiEnd is provider training. NH Healthy Families has partnered with the American Society of Addiction Medicine (ASAM) to offer free training to providers that will allow them to qualify for the waiver to prescribe buprenorphine, the first at-home therapy to treat OUD.

There are several training sessions being offered. The training consists of four hours of online, self-paced training and four hours of live, interactive training. Live classes are being held from 9:30 a.m. – 2:00 p.m. on the following dates: March 29th, June 28th, September 13th, and November 8th.

An invitation to participate was sent to your office via fax blast earlier this month (see flier on page 2). If you would like to learn more, or to register, visit [NHhealthyfamilies.com/ASAMtraining](http://NHhealthyfamilies.com/ASAMtraining).

Sincerely,

Jennifer Kent Weiner  
Vice President, Network Management  
NH Healthy Families



You're working to treat opioid misuse. Let us help.

## Register today for a FREE training to treat Opioid Use Disorder (OUD)

and qualify for the waiver to prescribe buprenorphine.

Buprenorphine is the first at-home therapy to treat OUD and offers great potential for expanding treatment.\* Buprenorphine also has been proven to be a clinically effective therapy for OUD in populations including pregnant women. It's an essential tool for you to be even better equipped to treat OUD in your community.

**NH Healthy Families is sponsoring a FREE training for providers to qualify for the waiver to prescribe buprenorphine. This training will be conducted by the American Society of Addiction Medicine (ASAM).\*\* It includes:**

- ✓ Four hours of online training at your own pace
- ✓ Four hours of live, interactive training from 9:30 a.m. – 2:00 p.m. (ET)  
You can participate in one of three ways:
  1. In person: Travel to Centene in St. Louis, MO
  2. Join us at our NH Healthy Families Bedford Office for live streaming (includes complimentary lunch)  
Must RSVP one week prior to training at [NH\\_Healthy\\_Families\\_RSVP@centene.com](mailto:NH_Healthy_Families_RSVP@centene.com)
    - Please use the following in your email subject line: Provider Training
    - Please include your training date
  3. Attend remotely by streaming the training on your device

March 29, 2019 • **June 28, 2019** • September 13, 2019 • November 8, 2019

The three dates in *green* feature curriculum designed for women's health providers in partnership with the American College of Obstetricians and Gynecologists (ACOG).

**And you'll also get for FREE:**

- ✓ Continuing Medical Education Available
- ✓ A copy of the ASAM *National Practice Guideline*
- ✓ A reference guide and other clinical resources



### TO REGISTER:



Visit:

[NHhealthyfamilies.com/ASAMtraining](https://NHhealthyfamilies.com/ASAMtraining)

\*Saloner, Brenden, Stoller, Kenneth B., Alexander, G. Caleb. "Moving Addiction Care to the Mainstream — Improving the Quality of Buprenorphine Treatment." *The New England Journal of Medicine* 379.1. (2018): 4. Web. 10 Nov. 2018.  
\*\*ASAM is an approved provider by CSAT/SAMHSA of DATA 2000 training.  
\*\*\*Substance Abuse and Mental Health Services Administration. (2017). Key substance use and mental health indicators in the United States: Results from the 2016 National Survey on Drug Use and Health (HHS Publication No. SMA 17-5044, NSDUH Series H-52). Rockville, MD: Center for Behavioral Health Statistics and Quality, Substance Abuse and Mental Health Services Administration. Retrieved from <https://www.samhsa.gov/data/>.



# Help Your Patients, Help Our HEDIS Scores

**As a valued provider in our network we want to welcome you to HEDIS 2019!** At this time, many of you have received requests from NH Healthy Families for medical records in support of the annual HEDIS project. **We have faxed, emailed or scheduled someone to come on site if we require medical records from your practice.** Thank you for taking the time to provide assistance with this process as it supports the accuracy of the practitioner performance data and the Quality Improvement Program. If you have any questions or concerns, need clarification or have any suggestions to make this process more streamlined, please reach out to the Quality Improvement Department at NH Healthy Families, **1-866-769-3085**. We want to make this the most successful year yet and will work with you and your staff to implement your suggestions whenever possible.

Should you have questions or need assistance, please reach out to **Jane Gilon, RN, Manager of Quality Improvement Analytics** at **1-603-263-7157** or [Jane.E.Gilon@Centene.com](mailto:Jane.E.Gilon@Centene.com). Thank you for your participation and cooperation during this busy time!

## Review of Denials

NH Healthy Families sends you and your patients written notification any time a decision is made to deny, reduce, suspend or stop coverage of certain services. The denial notice includes information on the availability of a medical director to discuss the decision.

### **Peer-to-peer reviews**

If a request for medical services is denied due to lack of medical necessity, a provider can request a peer-to-peer review with our medical director on the member's behalf. The medical director may be contacted by calling 1-866-769-3085. A case manager may also coordinate communication between the medical director and the requesting practitioner as needed.

### **Filing appeals**

The denial notice will also inform you and the member about how to file an appeal. In urgent cases, an expedited appeal is available and can be submitted verbally or in writing. Please remember to always include sufficient clinical information when submitting prior authorization requests to allow for NH Healthy Families to make timely medical necessity decisions based on complete information.

## 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."](#)

### **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

Codes ICD-10: J45.40-J45.42, J45.50-J45.52, J45.901, J45.902, J45.909, J45.990, J45.991, J45.998



## 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**.

# SPARK Claims Tracker & Reconsiderations Update



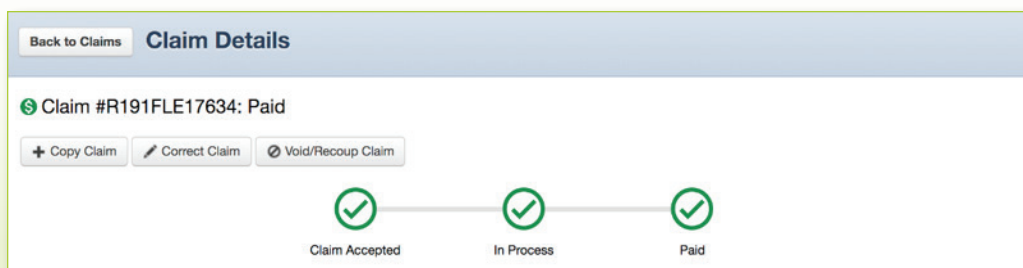
The SPARK "Pizza" Claims Tracker innovation project, which allows providers to more easily access and track claims progress, is making great progress. A new tracker graphic, shown below, is now live for all Health Plans. The tracker was added to the claims section of the provider portal to show the status of a claim. Recent improvements enable providers to better sort, filter, and view claim status. The most important information is now readily visible, with fewer clicks required, meaning users can minimize time spent on the portal.

The teams leading the Claims Tracker project interviewed multiple providers to gain market feedback for the "Pizza" Tracker concept. The project scope has been expanded to give providers the ability to handle reconsiderations on

the Provider Portal. Look for additional new capabilities and enhancements to the Provider Portal throughout 2019.

## Changes Coming in 2019:

- Submit reconsiderations online & view/filter reconsideration status
- Receive online notification when reconsideration has been received or upheld
- Upload attachments and add comments to reconsiderations
- View more claims details -check number, date, amount & denial reason descriptions



## UPDATE CORNER



### Pharmacy Updates:

Visit [NHhealthyfamilies.com](http://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](http://NHhealthyfamilies.com) under "Provider News"

- [Ambetter Partners with Teladoc](#)
- [New Required Modifier for Habilitative and Rehabilitative Services](#)
- [New Required Fields on CMS 1500 Claims](#)

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**

Like us on Facebook and Twitter to stay in touch with initiatives and happenings around the state. #NHhealthy

