



nh healthy families

provider bulletin

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Through HEDIS, NCQA holds NH Healthy Families accountable for the timeliness and quality of healthcare services delivered to its diverse membership.

Help your patients, help our HEDIS® scores

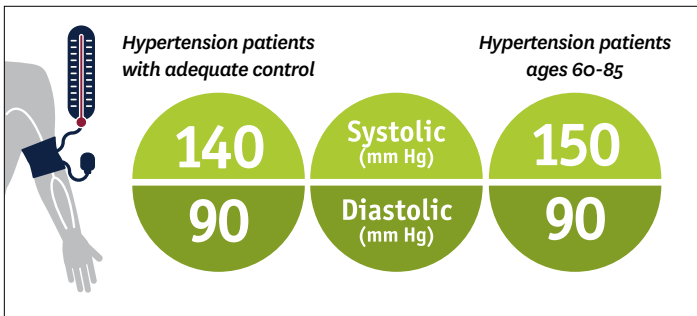
HEDIS, the Healthcare Effectiveness Data and Information Set, is a set of standardized performance measures updated and published annually by the National Committee for Quality Assurance (NCQA). HEDIS is a tool used by most of America's health plans to measure performance on important aspects of care and service. HEDIS is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. Final HEDIS rates are typically reported to NCQA and state agencies once a year.

Through HEDIS, NCQA holds NH Healthy Families accountable for the timeliness and quality of healthcare services (acute, preventive, mental health, etc.) delivered to its diverse membership. NH Healthy Families also reviews HEDIS rates on an ongoing basis and continually looks for ways to improve our rates. It's an important part of our commitment to providing access to high-quality and appropriate care to our members.

Please consider the HEDIS topic covered in this issue of the provider newsletter: cardiovascular disease. Also, **review NH Healthy Families's clinical practice guidelines at NHhealthyfamilies.com.**

HEDIS for Cardiovascular Disease

The Controlling High Blood Pressure (CBP) HEDIS measure applies to patients who have been diagnosed with hypertension. The HEDIS measure evaluates the percentage of patients with hypertension with adequate control. Adequate control for patients 18-59 years of age is defined as a systolic reading of less than 140 mm Hg and a diastolic reading of less than 90 mm Hg, or less than 140/90 mm Hg. For patients ages 60-85 without a diagnosis of diabetes, adequate control is defined as less than 150/90 mm Hg. For patients ages 60-85 with a diagnosis of diabetes, adequate control is defined as less than 140/90 mmHg.



Statin Therapy for patients with Cardiovascular Disease (SPC) that addresses statin therapy for patients with clinical atherosclerotic cardiovascular disease (ASCVD) and applies to males 21-75 years of age and females 40-75 years of age.

The recommendation is that patients with ASCVD receive Statin Therapy and remain on a high or moderate-intensity statin medication for at least 80% of the treatment period.

What providers can do:

1	Continue to suggest and support lifestyle changes, such as quitting smoking, losing excess weight, beginning an exercise program and improving nutrition.
2	Stress the value of prescribed medications for managing heart disease. NH Healthy Families can provide educational materials and other resources addressing the above topics.
3	Please encourage your NH Healthy Families patients to contact NH Healthy Families for assistance in managing their medical condition. NH Healthy Families care management staff members are available to assist with patients who have challenges adhering to prescribed medications or have difficulty filling their prescriptions.

If you have a member you feel could benefit from our care management program, please contact **NH Healthy Families Member Services at 1-866-769-3085** and ask for medical care management. ■



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 NH Healthy Families at 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.

Pharmacy Updates

Visit NHhealthyfamilies.com/PharmacyUpdates 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.**

Payment and Clinical Policy Update

Payment and Clinical Policies are published online to inform providers about billing practices and reimbursement methodologies for certain procedures and services. Visit the [Provider Resources page at NHhealthyfamilies.com](http://NHhealthyfamilies.com) and Ambetter.NHhealthyfamilies.com.

The following policies will be applied as medical claims reimbursement edits with our claims adjudication system. This is an addition to all other reimbursement processes that NH Healthy Families and Ambetter from NH Healthy Families currently employs.

Payment and Clinical Policy Updates

Effective April 15, 2017

- **Status “P” Bundled Services**
- In addition, a new payment policy for **Transgender Related Services** was recently published. This policy was released to comply with a Centers for Medicare & Medicaid Services (CMS) mandate and is effective as of 1/1/17.

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.

Provider Updates

Engolve Pharmacy Partners with CVS/caremark

Starting March 1, 2017 Engolve Pharmacy Solutions (formerly US Script) will partner with CVS/caremark for pharmacy claims processing and pharmacy network management.

Engolve Pharmacy Solutions will remain NH Healthy Families’s pharmacy benefit manager; however, support and management for the pharmacy network will be managed by CVS/caremark.

This partnership allows us to better leverage our current core capabilities and value-added services to better serve our members, your patients.

Members will receive a new member ID card with updated pharmacy information by before March 1, 2017. If a member does not receive an updated card or needs to request a replacement, they should contact **NH Healthy Families Member Services at 1-866-769-3085 (TTY 1-866-614-1949).**



SUD Provider Resource Line New Phone Number

Attention Providers! Effective February 1st the SUD Provider Resource Line will have a new phone number.

The Substance Use Disorder (SUD) Provider Resource line (SUDPRL) was launched on August 1, 2016 as a live telephonic assistance tool for NH Healthy Families providers. Through the SUDPRL, providers can identify treatment options for members needing addiction treatment. Providers can call the line to gain immediate access to trained staff who can provide connections to addiction treatment experts, education on available options and/or create referrals directly to Addiction Treatment Providers.

On February 1, 2017, the new phone number to reach the SUDPRL became: 1-432-940-8026.

Locked out of the Provider Portal?



You can now unlock your account or update your password in the Provider Portal by following the “Forgotten Password/Account Unlock” link found below the Login button. Contact Provider Services if you encounter issues with this method and we will send a password reset email to you as we have done in the past.

- **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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