

# Provider Post

*News and updates you need to know*

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## Summer 2018

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## Utilization Management (UM) Is Here to Help

Did you know that UM can assist with any of the following?

- Verifying prior authorization requirements
- Obtaining a prior authorization
- Assisting with submitting a request such as technical issues or finding appropriate covered service codes
- Educating and assisting with locating a lower level of service option as treatment if medical necessity is not met for the requested service
- Answering questions about what criteria is utilized to make decisions for medical necessity
- Assisting with requesting a copy of the specified criteria
- Providing assistance with locating a par provider to refer your member to for services
- Assisting with pending placement questions or issues
- Assisting with discharge planning needs
- Initiating of a single case agreement if appropriate
- Providing 7-day retrospective review on initial home health cases to allow time to obtain physician signatures.

AmeriHealth Caritas Louisiana provides and maintains a toll-free number for Health Care Providers, Practitioners and Members to contact the Plan’s UM staff.

- The toll free number is 1-888-913-0350. TTY functionality is available.
- The Plan’s UM Department is available to answer calls from Health Care Providers, Practitioners and Members during normal business hours, Monday-Friday 8:00AM-5:00PM.
- After business hours and on weekends and holidays, Health Care Providers, Practitioners and Members are instructed to contact the On Call Clinician through the Plan’s Member Services number 1-888-756-0004 for physical health services and 1-855-285-7466 for behavioral health services.

- Behavioral Health providers can reach the UM providers 24 hours a day 7 days a week for 365 days a year by calling 1-855-285-7466.
  - Translation services are available as needed.
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## Please Complete and Return the Provider Satisfaction Survey

IPRO is conducting provider satisfaction surveys on behalf of the Louisiana Department of Health (LDH) for 2018. Surveys were mailed in early June and were mailed again during the week of July 9<sup>th</sup> to providers who had not yet responded. The surveys were sent in manila envelopes with the return address below listed on the front of the envelope.

LDH is asking that providers complete and return the surveys as soon as possible.

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## Hepatitis A and B Vaccination Series Care Gaps in NaviNet

We've added new status for Hepatitis A and B Vaccination Series Care Gaps in NaviNet. The "Series Incomplete" status will display in NaviNet on Care Gaps for your patients who have started but not completed the Hepatitis A or Hepatitis B vaccination series.

### Impact:

Based on your feedback and to increase the value of Care Gaps for the Hepatitis A and Hepatitis B vaccination series, we have added a status. The "Series Incomplete" status will now appear in the status column for your patients who have started but not completed the Hepatitis A or B vaccination series. Care Gaps status can be seen in NaviNet on the Care Gap Response Form, Care Gap Query Report, and Member Clinical Summary.

### Background:

Care Gaps for patients who started but did not complete the Hepatitis A or B vaccination series had been displaying a status of "Due Soon". In some cases, especially when the Date of Last Service was recent, this status may have introduced confusion.

To provide additional clarity, the status for those Care Gaps will now display as "Series Incomplete." You will continue to see the Date of Last Service to indicate when your patient last received a vaccination in the series. If there is no record of the patient having started the vaccination series, the status will show as "Missing."

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## "Living Beyond Pain" Pain Management Program

Historically, **chronic pain** treatment was not a covered benefit. However, the Louisiana Department of Health has tasked all Healthy Louisiana Plans with overcoming this issue and improving the overall health outcomes of the Medicaid population.

In response, AmeriHealth Caritas Louisiana has developed a new chronic pain management program, **Living Beyond Pain**, for our members age 21 and older who have sought repeated Emergency Room (ER) care for chronic pain

specifically related to back, and neck pain. By targeting members frequenting the ER for these conditions, we can identify those members who may benefit from Integrated Health Care Management (IHCM). To participate in the program, members are required to engage in care management.

The **Living Beyond Pain** program includes a three (3) tier approach to managing care through assigned Integrated Health Care Management Care Managers. The Care Managers will work with providers and members to coordinate care and try to reduce chronic pain, opioid dependence, and ER utilization.

The IHCM Care Manager will reach out to the members who have 3 or more ER visits for chronic pain specifically related to back and neck within the last 12 months or for continuation of pain management treatment for members transitioning from another pain program for chronic pain in the past year. The goal is to engage those members into our **Living Beyond Pain** Care Management Program and offer alternatives to Opioid usage, non-emergency utilization of the Emergency Department and refer members to a Medication Assisted Treatment (MAT).

If you have questions or would like more information about this program, please contact our Rapid Response and Outreach Team at 1-888-643-0005.

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## Let Us Know

We are here to help you manage our members' care. If a member needs help with scheduling and keeping appointments, please participate in our Let Us Know initiative by contacting the AmeriHealth Caritas Louisiana Rapid Response and Outreach Team at 1-888-643-0005 for assistance and outreach to that member. You may also utilize the Let Us Know Member Intervention Request Form which can be found under Forms in the Providers section of our website at [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com).

- Fax this form to request RROT outreach to the member.
- Fax to **1-866-426-7309** to request interventions, such as:
  - Medically complex cases.
  - Noncompliance with prescribed medication(s).
  - Inappropriate use of the emergency room.
  - Not showing up for appointments or follow-up care.
  - Limited or no knowledge of plan benefits.
  - Language or literacy barriers.
  - Medical appointment transportation issues.
  - Other issues.

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## HEDIS Tip – Documenting Well-Child Visits

Summer is a great time for well-visits! Here is a HEDIS medical record documentation tip for those well-visits you may see this summer.

2018 Measurement Year: Medical Record Documentation for Well-Child Visits in the First 15 Months of Life (W15), Well-Child Visits in the 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup> Years of Life (W34), and Adolescent Well Care (AWC).

Documentation in the medical record must include a note indicating a visit with a PCP (PCP or OBGYN for Adolescent), the date when the well-child visit occurred, and evidence of all of the following:

- A health and developmental history (physical and mental)
- A physical exam
- Health education/anticipatory guidance

Measurement Year 2018	
Measure	Measure Description
Well-Child Visits in the First 15 Months of Life (W15)	Members who turned 15 months old during the measurement year and who had <b>six or more</b> well-child visits with a PCP during their first 15 months of life
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)	Members 3-6 years of age who had one or more well-child visits with a PCP during the measurement year.
Adolescent Well-Care Visits (AWC)*	Members 12-21 years of age who had at least one comprehensive well-care visit with a PCP or OBGYN practitioner during the measurement year.

\*Sports Physicals can be used to close AWC gaps when all components are completed during the visit.

Common chart deficiencies noted from chart audits completed by AmeriHealth Caritas Louisiana:

- Lack of documentation of education and anticipatory guidance
- Children or adolescents being seen for sick visits only and no documentation related to well visits

**Please note:** Preventative services may be rendered on visits other than well-visits. Medical records must include documentation of preventative services. Chronic or acute condition assessment and treatment are excluded from this provision. For more information please refer to Provider Post March 2018- Clinical Corner-Preventative Medicine Service and Problem Oriented E&M Service.

For a physical or electronic copy of the HEDIS Documentation & Coding Guidelines please contact your Account Executive. A list of Account Executives can be found on our website at <http://www.amerhealthcaritasla.com/pdf/provider/account-executives.pdf>.

## Behavioral Health eLearning Modules – Anxiety Disorders

Our newest behavioral health online training is now available. Anxiety disorders, such as generalized anxiety disorder, phobias, and panic disorders, are some of the most common behavioral health conditions<sup>1</sup>, and we recognize that primary care providers act as the front line in screening and treating these conditions. Accordingly, the Anxiety Disorders eLearning training module is an overview for providers, including a review of symptoms and how to incorporate an evidence-based screening tool and appropriate follow-up treatment into your practice.

Upon successful completion of this training, you should be able to:

- Describe anxiety disorders.
- Explain the differences between anxiety and anxiety disorders.
- Identify the types of anxiety disorders.
- Describe the symptoms of anxiety disorders.
- Use screening tools to measure and assess anxiety disorders.
- Describe methods to treat anxiety disorders.
- Locate resources and support available from AmeriHealth Caritas Louisiana including our Behavioral Health Provider Toolkit.

You can access the Anxiety Disorders eLearning training module on our website at [www.amerhealthcaritasla.com](http://www.amerhealthcaritasla.com) under Training in the Providers section. Please let us know you have completed the training by clicking on the Attestation Form link at the end of the training and completing the brief survey.

As part of our ongoing goal to support integrated care, we would like you to know about the following additional resources available to you:

- In-person, on-site behavioral health training from a clinical educator (contact your Provider Network Management Account Executive if you are interested).
- Our Behavioral Health Provider Toolkit.
- Additional eLearning modules (in development).

If you have any questions, contact your Provider Network Management Account Executive.

<sup>1</sup> <https://www.nami.org/Learn-More/Mental-Health-Conditions/Anxiety-Disorders>

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## **Our Network is Growing!**

We understand the importance of having the ability to refer your patients, our members, to practitioners who can provide the care they need. That is why we have been working diligently to add new providers across the state. To see if we've added new providers in your area, please visit the Provider Directory on website at [www.amerhealthcaritasla.com](http://www.amerhealthcaritasla.com).

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## **Online Resources**

Here's a look at what's new or recently updated on our website at [www.amerhealthcaritasla.com](http://www.amerhealthcaritasla.com):

- Provider Reference Guide
- Claims Filing Instructions
- Account Executive List
- Anxiety Disorder eLearning Module

### **Electronic Funds Transfer (EFT)**

Simplify your payment process with EFT from AmeriHealth Caritas Louisiana and Change Healthcare (formerly Emdeon). EFT provides fast, easy and secure electronic payments — without the need for a traditional paper check. Enroll now at [Change Healthcare EFT Enrollment Services](#).

### **Register for Network News our free email service!**

Still receiving our provider notices via fax? Make the switch to email. It's easy! Sign up for email alerts to get important health plan news and information. Simply complete the form under News and Updates on the Providers page of our website, click submit and watch for a confirmation email. It's that simple! Sign up today!

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## **Questions**

If you have questions about any of the content in this Provider Update, please contact your Provider Account Executive or call Provider Services at 1-888-922-0007. A list of account executives and their perspective areas can be found on our website at [www.amerhealthcaritasla.com](http://www.amerhealthcaritasla.com) > Providers > Resources.