

Provider News Bulletin Spring 2022

Celebrating 6 Years: A Time to Look Ahead

This month we celebrate PHP Care Complete
FIDA-IDD Plan's 6-year birthday!

[CLICK HERE](#) for a birthday message from Partners Health Plan's CEO, Kerry Delaney.

Network Development & Provider Relations(NDPR) Team Update

Once again, the NDPR department wants to share some of the changes to our team over the last several months. Late in 2021 the Vendor Management team transitioned over to our department. This resulted in the consolidation of all network contracting and provider relations/oversight into a single department.

With that transition **Kimberly Carroccia**, who had been the Manager of Vendor Oversight and Special Projects, joined our NDPR. Kim has been with PHP for several years and was pivotal in the successful selection and implementation of both our Pharmacy and Dental vendors during 2020 and 2021, as well as many special project initiatives. In recognition of these efforts, Kim was promoted to Director of Network Development and Provider Relations and will oversee the operations of the NDPR team. Kim can be reached at kcarroccia@phpcares.org.

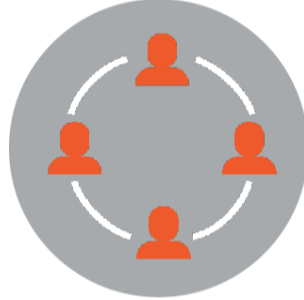
Joining us recently in the re-configured department, we have added **Sarah Johnson** as the new Vendor Coordinator. Sarah joins us with experience working with care management programs especially focused on vulnerable populations. She will oversee our various vendor relationships including dental, vision, transportation, and pharmacy to highlight only a few. Sarah can be reached at sjohnson@phpcares.org.

In addition, we are happy to announce the addition of **Bridget Virkler** as our new I/DD Agency/BH Field Account Manager. Bridget joins us from CDNY where for the past several years she has served as a Care Management Supervisor in the Capitol Region. With that experience she will provide great insight as she works with both CDNY and PHP team member and providers. Bridget can be reached at bvirkler@phpcares.org.

We welcome all to the NDPR team! As always, please contact the appropriate team member for assistance or you can open a ticket on the PHP website using the [Provider Ticket Submission Form](#).

Contact Information for NDPR Team:

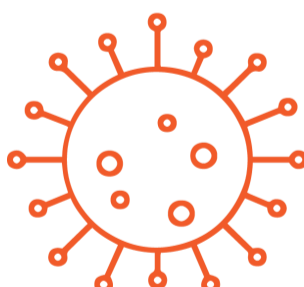
- Steve Schneider, Sr Director, NDPR sschneider@phpcares.org
- Kimberly Carroccia, Director, NDPR kcarroccia@phpcares.org
- Eric Cannella, Field Account Manager, NDPR ecannella@phpcares.org
- Bridget Virkler, Field Account Manager, IDD/BH, NDPR bvirkler@phpcares.org
- Sarah Johnson, Vendor Coordinator, NDPR sjohnson@phpcares.org



Key Facts about the PHP/CDNY Alignment

Partners Health Plan (PHP) & Care Design NY (CDNY) recently aligned in partnership to enable mutual access and benefit of the infrastructure and provider relationships across both organizations. Here are some key facts about the alignment:

- Both PHP and CDNY **provide care management services** to individuals with intellectual and other developmental disabilities
- Both organizations **retain distinct properties**.
- **CDNY** remains a Care Coordination Organization / Health Home (CCO/HH)
- **The PHP FIDA plan** remains a voluntary option for dual eligible adults in 9 downstate counties.
- **There is no change** in service delivery, Care Management models, or assigned Care Manager related to the alignment.
- CDNY and PHP **share management departments** and teams, like NDPR.
- **Care Management department integration** leverages sharing of best practices and current systems, experiences, and skillsets o Improved internal process result in enhanced member and provider experience (i.e., greater access to shared resources; aligned communications).



A Message from the Chief Medical Officer, Dr. Stephan Deutsch

The fourth COVID wave related Omicron from December 1st to the present is winding down. During this time there were 108 members who tested positive, 22 hospitalizations and one death. 94% of members (101) who tested positive were fully vaccinated but 73% (73) did not get a booster. 91% of hospitalized members (20) were fully vaccinated, however 84% them (16) did not get a booster. This data attested to how important it is for those with IDD who are fully vaccinated to get a booster.

As of this writing the percentage of PHP members who had at least one vaccine shot grew to 94% (97% in certified residences and 87% in the community) while 92% were fully vaccinated. The percentage of members who received a booster shot continues to rise and is now at 54%.

The CDC recently modified its mask guidelines basing them on the number of COVID cases, hospital admissions for or with COVID and the number of available hospital beds on in a county. Based on these criteria, counties are classified as low, medium, or high risk with specific mask guides for each risk level. Currently, all the counties in the PHP service area are classified as low risk, which by the CDC guidelines does not require wearing a mask indoors.

Our members are a unique group and during the pandemic were considered high risk. Therefore, as we go into this endemic phase of COVID it will most likely be up to the DD providers and medical providers along with guidance from the OPWDD to determine the appropriate use of masks in all of these counties. Our Care Management team continues to provide support to members using a person-centered approach, with continued flexibilities in service delivery method afforded while the federal public health emergency remains in effect.



Quality Corner by Premila Kumar, Chief of Quality Initiatives

The Healthcare Effectiveness Data and Information Set (HEDIS) is one of health care's most widely used performance improvement tools. Partners Health Plan (PHP) is required to submit data to NCQA every year to demonstrate how well PHP members are taking care of themselves for preventive and chronic care quality measures. HEDIS measures are reported to NCQA using administrative (claims data) or hybrid methodology, which is a mix of claims data and medical record chart review.

Our goal is for our Providers to bill using HEDIS compliant coding, so you can get the credit you deserve for promoting excellence in clinical care.

Billing with standard HEDIS compliant codes will also minimize the burden on Providers of the Plan conducting chart reviews during active HEDIS season.

To help Providers minimize the burden of chart reviews/request, **Partners Health Plan is happy to provide best practice training** around HEDIS compliant coding and documentation, tips on how practices can improve their scores and decrease their gaps in care. If you are interested, please contact Premila Kumar, Chief of Quality Initiatives at pkumar@phpcares.org or via phone at 646-883-9905.



Claims and Billing Corner

Claims Submission Made Easy

PHP would like to remind our providers of the ease of establishing and submitting claims electronically. In addition, we would like to also remind everyone to regularly confirm with their billing service (Clearinghouse) that all electronic submissions have been successfully transmitted and received. If the claim is not successfully transmitted, there will be delays in PHP's ability to adjudicate the claims on a timely basis. Please check all error logs and resubmit the claim accordingly – timely filing rules still apply for resubmissions.

To ensure prompt adjudication, please remember to send all claims to PHP using one of the following options:

- **Mail:** Partners Health Plan P.O. Box 16309 Lubbock, TX 79490
- **Electronic Submission:** Set up electronic claims submission through **Change HealthCare EDI Claim Submission**
- Change HealthCare Submitter ID: 14966
- Change HealthCare / Phone: 888-363-3361 (Note: a fee will be charged for setting up electronic claims mission online).
- You may also call HealthSmart Clearinghouse at 888-744-6638 to set up the electronic claim submission (free of charge).
- **Web-based Claims Submission (NEW!):** Providers can now easily create and upload a professional or institutional single claim as a pdf file via the provider portal (<https://php.healthsmart.com>). Web-based claims are considered paper claims and will follow all existing claim submission protocols.
- **Third Partner Administrator HealthSmart and Availity EDI Clearinghouse:** HealthSmart is moving into an exclusive Clearinghouse/EDI Gateway relationship with Availity including 837 (claims), 835 (electronic remittance advices) and 27X (real time claims status and eligibility) transactions.
 - Availity has a relationship with Change HealthCare so If you are submitting 837 claims for Partners Health Plan Payer ID 14966 via Change Healthcare you can continue to do so.
 - If you retrieve 835s from Change HealthCare you can continue to do so. The only difference is that the transaction will first go to Availity and then go to Change HealthCare for your retrieval. However, if you are using Change Healthcare for real-time services 27x transactions (claim status and eligibility) you will no longer be able to do so as of a future date to be announced.
 - For more information regarding Availity go to availity.com/ediclearinghouse. *Please note that direct submissions to the HealthSmart Clearinghouse are not impacted by this change and new reference materials forthcoming.*

Zelis to Echo Transition

Partners Health Plan, through the administration of HealthSmart Benefit Solutions, previously notified you of a change to partner with ECHO Health, Inc. Until this transition is completed, Zelis Payments will continue to issue payments to you on behalf of Partners Health Plan. ECHO is one of the leading payment processors in healthcare connecting over one million providers to insurance companies, health plans, and TPA's across the country. Providers will have access to numerous services including historical payments and remittance details, the electronic delivery of 1099's, and notification when new payments are available by accessing providerpayments.com. This new service will be available to all PHP Providers regardless of the payment method selected.

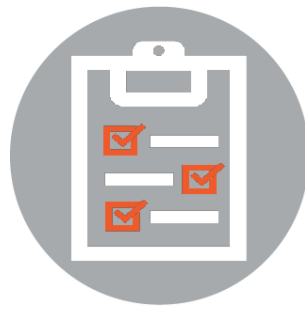
To sign-up to receive EFT for HealthSmart, please visit enrollments.echohealthinc.com/EFTERADirect/HealthSmart. If you already have an ECHO Provider portal account or an existing ECHO Draft Number/Amount, you can use that information to enroll. However, if you do not already have an existing relationship with ECHO, you will need the unique enrollment/verification code that was sent to your organization to enroll. No Fees apply. If you do not currently have a relationship with ECHO Health, Inc and do not have the information necessary to proactively enroll in an electronic form of payment, a paper check will be initially generated. You will then be able to utilize the draft number and amount associated with that payment to enroll in an electronic form of payment. Once enrolled and after this transition occurs, your EFT payments from HealthSmart will appear on your bank statement from Huntington National Bank and ECHO Health Inc., as "HNB – ECHO".

We appreciate your support as we roll out this new program, and we look forward to continuing to work with you to deliver a positive experience for processing your payments. If you have any difficulty with the website or have additional questions, please contact ECHO directly at 800-937-0896.



Dental Corner - REMINDER!

Effective January 1, 2022, PHP's new dental benefit manager became DentaQuest. If you still have not contracted with them but are interested in finding out more, please email them at: NYProviderEngagment@dentaquest.com. Remember you must participate with DentaQuest to continue servicing members of PHP Care Complete FIDA-IDD Plan.



Provider Satisfaction Survey

Partners Health Plan would like to thank those providers who participated in the 2021 Provider Satisfaction Survey! We have reviewed the results and are developing a comprehensive action plan with some of the first steps being the following:

- **Clearly the pandemic has seriously impacted our ability to meet face-to-face with our providers.** This is something that we have long been committed to. Our plan is to resume field activity within the next several months.
- We are committed to **ensuring that all Orientation and Credentialing/Re-credentialing correspondence is distributed within 15-days of approval.** In addition, we are planning to communicate this information by e-mail to be as efficient as possible.
- In addition to our initial outreach, **we are committed to developing a regular schedule of interactive training sessions throughout the year for I/DD and health care providers.** These sessions will include representatives from various operational departments including Care Management, Quality and Provider Relations to present updates and clarification to our provider partners.
- **We are looking for ways to contact our providers when addressing various mandated quality initiatives more efficiently.** We will be communicating and updating a calendar of these initiatives to provide maximum time to collect and report the needed information. In addition, we will be looking for ways to access this information (i.e., sharing electronic medical records) that will minimize the time and resources that must be expended by our providers and their staff.

These are just a few of our immediate plans. We will continue to share additional feedback and initiatives in upcoming communications. Once again, we thank you for your input.



Important Provider Updates

Headquarters Address reminder

As a reminder, **PHP's headquarters address is now 2500 Halsey Street, Bronx, NY 10461.**

2022 Provider Outreach and Engagement:

PHP will be **reaching out to our provider partners** to support quality initiatives throughout the year. This may include requests for medical records, as well as ensuring members receive necessary preventative care. PHP greatly appreciates your collaboration!

Provider Webinar / Training

A summary and recording of the **Provider Webinar addressing the Life Plan Process** that was offered on February 24, 2022, can be accessed at [Provider Trainings & Webinars | Partners Health Plan \(phpcares.org\)](https://www.phpcares.org/Provider-Trainings-&-Webinars). Be on the lookout for future trainings!

DME Process Reminder

PHP has an in-house team of DME specialists to assist in ordering Durable Medical Equipment, Prosthetics, Orthotics, and Medical Supplies for PHP Care Complete FIDA-IDD Plan Participants. If a patient you support needs any DME/POS items, please ensure that a complete script and letter of medical necessity (LOMN) is provided to PHP in a timely manner. You can reach our DME team by phone at 646-455-1594 and by fax at 646-948-1027.

Credentialing / Re-Credentialing – keep all info updated

Please send us any changes to your organization's demographic information, as well as any updates to individual providers to ensure we always have the most up to date information loaded in our system! PHP's re-credentialing timeframe is every 3 years. We appreciate your cooperation with our re-credentialing process.

Important Resources

- [Provider Manual – 2022](#)
- [Billing & Claims Submission – 2022](#)
- [Portal User Guide – 2022](#)
- [Authorization Requirements](#)

Do you have questions or concerns? Here's how to receive assistance from the Partners Health Plan's Network Development and Provider Relations team!

Partners Health Plan's Network Development and Provider Relations team has **updated our ticketing process!** Going forward, in order to contact the Provider Relations department to request assistance or information, please **open a ticket using the [Provider Ticket Submission Form](#).**

Once a ticket is submitted, a Provider Relations team member will reach out to you as soon as possible. If an email is sent to providerrelations@phpcares.org, an automatic email message will be sent prompting the submitter to use the Provider Ticket Submission Form to contact Provider Relations.

[CLICK HERE](#) to view all previous PHP Provider Newsletters.

**Partners Health Plan
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[PHPCARES.ORG](https://www.phpcares.org)**