

Provider Network Newsletter

Spring 2021

April 2021 - 5 Year Anniversary of Partners Health Plan

A Message from Stephan Deutsch, MD Chief Medical Officer

I want to thank all of our healthcare and DD providers for working with our staff to help vaccinate our members. As a result of this collaborative effort April's numbers continue to show a downward trend in our members testing positive or being hospitalized for COVID-19. During the last two weeks of April there were no reported positive tests for COVID-19 among PHP members. There was one hospitalization for COVID-19 during April and there have been no reported deaths related to COVID during the past two months.

Our Care Coordination team in conjunction with the Quality Group and Provider Services continue to educate members and providers about vaccinations and assist members with the logistics related to receiving a vaccine. This integrated process has been highly successful as evidenced by the PHP vaccination rate for its members. As of 5/2/2021 73% of PHP members have received at least one shot and 66% of members are fully vaccinated. 13% of members are hesitant for various reasons; the Care Coordination team aims to reduce this number through targeted outreach and provision of support to mitigate existing barriers.



PHP Dental Corner

Each Provider Newsletter includes a Dental Corner to ensure our network dentists always have the latest information about Partners Health Plan!

PHP greatly appreciates your participation in our network and your dedication to supporting the oral hygiene needs for individuals with intellectual and developmental disabilities.

BeneCare, our dental partner, recently made outreach to each participating site and we will be sending additional information to your offices in the mail. We also wanted to share some reminders!

Claims Submission

- BeneCare Dental Plans accepts claims, coordination of benefits, and predetermination submissions through claims clearinghouses.
- BeneCare's clearinghouse Payer ID exclusively for the Partners Health Plan dental programs is 23213. Contact your practice management software vendor for a software update if you are unable to use PHP's Dental Payer ID number.
- For paper claims, please mail to the following address:

PHP Care Complete FIDA-IDD Plan Dental Claims
c/o BeneCare Dental Plans
615 Chestnut Street, Suite 1001
Philadelphia, PA 19106

Please be reminded there are no member cost shares for covered dental services.

Covered Services

- For routine dental care, implants, desensitization visits, etc., [Partners Health Plan's Provider Manual](#), section 11, contains detailed information about covered services. Prior authorization is not required, but predeterminations are available.
- Additionally, please ensure you always send us your most up-to-date contact and practice information for our provider directories. For additional information on our covered dental services, plan rules, or participation status, please contact **1-800-903-3335** for assistance.



Pharmacy Updates

As a reminder, PHP has partnered with MedImpact as our pharmacy benefit manager (PBM)! Below are some key items to keep in mind to best support your patients.

Pharmacy Provider Services

- Contact MedImpact if you have any questions at **1-888-648-6759**

Coverage Determinations

- Fax Number: **1-858-790-7100**
- Visit phpcares.org for the following forms: Coverage Determination, Coverage Redetermination, Coverage Reconsideration, CGM Request Form
- If your patient is diabetic and requires a continuous glucose monitor (CGM) please use our [CGM Request Form](#) for the fastest processing!

Nutritional Drinks

- Please note that PHP Care Complete FIDA-IDD Plan covers nutritional drinks (such as Ensure, Glucerna, Thick-It, etc.) through our Durable Medical Equipment (DME) benefit
- If your patient requires a nutritional drink, please fax the request and applicable clinical documentation to **646-948-1027**



Timely Filed Claims Will Avoid Unnecessary Denials

Make sure to follow the contractually defined claim filing terms of your agreement with Partners Health Plan.

Claims must be submitted within a specific number of days following the date of service/discharge. Please review your contract for the exact number of days you are permitted. Your adherence to these timely filing requirements **will reduce claim denials and the additional work required to appeal.**

Contact providerrelations@phpcares.org for assistance.



Health Outcomes Survey for Partners Health Plan Members

Partners Health Plan would like to inform residential providers about the upcoming Health Outcomes Survey (HOS).

The Centers for Medicare & Medicaid Services (CMS) is committed to monitoring the quality of care provided to beneficiaries by Medicare Advantage Organizations (MAO). One way CMS monitors the quality of care is through the Medicare Health Outcomes Survey (HOS).

The HOS measures the self-reported quality of life of MA beneficiaries. Each year, a random sample of Medicare beneficiaries is drawn by CMS and surveyed from each participating plan. Two years later the same respondents are surveyed again as a follow up measurement . Survey responses will help Medicare, and our plan, improve the care it offers to PHP members.

Partners Health Plan members will be getting the "Medicare Health Outcomes Survey" in the mail, and we ask that residential providers follow up to ensure the PHP members or their caregivers receive and respond to the survey mailed to them. We greatly appreciate in advance a few minutes of your time to help with this important project.



Plan News: PHP Accepted into NY Health Plan Association

Partners Health Plan is excited to announce our **approval for membership into the NY Health Plan Association**, alongside alongside industry leaders such as United, Emblem, & Aetna. PHP is proud to provide our unique model of care to New Yorkers with I/DD.

[Learn more about the NY Health Plan Association](#)

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



Do you have questions or concerns? Please contact Partners Health Plan's Network Development and Provider Relations team at providerrelations@phpcares.org

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