

# Provider Network Newsletter

## Winter 2021

### A Message from Stephan Deutsch, MD Chief Medical Officer

In the fall newsletter I mentioned all initiatives that the departments at Partners Health Plan had undertaken to educate members and their families about taking the flu vaccine, mask wearing, social distancing, indoor ventilation and overall hygiene in anticipation of the second wave which we now know began in November. In anticipation of the second wave, we also reached out to the disability providers we work with to support them in any way possible such as ensuring their residences had access to telemedicine services and protective equipment. Results of these efforts thus far have been gratifying.

Between November and January 24th, we have had 40 members test positive for COVID. At the peak of the first wave 97 members tested positive, and in the current wave 21 members tested positive at the peak of the infection rate. Overall, during the first wave 194 members tested positive. Although we are not completely through the second wave the latest numbers show a 19% drop in cases from the peak in December to January 24th.

Since December Partners Health Plan started multiple initiatives to reach out to members and their families to educate them about the vaccines as they become available. In addition, executive management lobbied the State to ensure that persons with I/DD who live in congregate settings were included in tier 1a. They were successful. We are currently working to aid our members in getting the two available vaccines.



### - New Newsletter Addition! - PHP Dental Corner

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

Partners Health Plan's dental partner, BeneCare, recently made outreach to each participating site and will be sending additional information to each office via mail. We also want 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.



### Care Management Model Role Changes

**Partners Health Plan employs a two-person Care Coordination Team model as part of its comprehensive managed care plan to cover health and I/DD services for individuals with developmental disabilities and their families.**

While Partners Health Plan will still utilize a two-person Care Coordination Team model, adjustments to their roles and titles will allow Partners Health Plan to maintain a higher level of quality and clinical oversight for each member. These new roles have been identified to allow each member of the team to better focus on their areas of expertise and increase member and family support.

[View / Download the Care Management Model Role Changes Info Sheet](#)



### 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](mailto:providerrelations@phpcares.org) for assistance.



### New Training Available for DD Agencies and Staff

**Our Provider Relations team is offering training sessions to orient our DD agencies on the Life Plan, Billing, Claims and other helpful information.** The program provides an overview of the mission and history of the company and focuses on the importance of the Life Plan and its impact on accurate billing and claims. If you are interested in setting up a training for your agency, please contact Susan Wallach at [swallach@phpcares.org](mailto:swallach@phpcares.org).

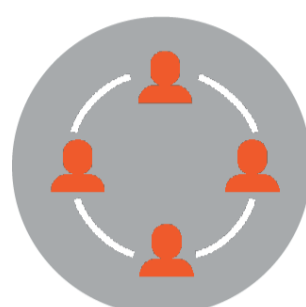


## Tips to Reduce Patient Wait Times and Improve Patient Satisfaction

As a result of necessary regulatory oversight and Partners Health Plan's commitment to the health and satisfaction of our members, the Plan periodically seeks enrollee feedback on the ease of access to the care they need. **During these especially challenging times, access to care can be difficult for both providers and patients. Based on the recent member feedback, here are some tips for reducing wait times:**

- Consider on-line scheduling or scheduling routine appointments well in advance (e.g., 12-month intervals).
- Inform patients of expected wait times during check-in. Keep them informed if there is a delay. Communicate delays apologetically and offer to reschedule if necessary.
- Support, encourage and assist in approaches toward open access scheduling. Allow a portion of each day open for urgent care and/or follow-up care.
- Utilize telehealth services as a valuable resource to enhance patient satisfaction.

We appreciate your efforts in addressing these issues. Feel free to contact us at [providerrelations@phpcares.org](mailto:providerrelations@phpcares.org) for assistance.



## Welcome New Network Providers

Partners Health Plan welcomes the following providers that recently joined our participating provider network:

- St. Joseph's Medical Center (Yonkers, NY)
- St. John's Riverside Hospital (Yonkers, NY)
- KCL Wound Care
- MedLabs



## 2021 Provider Manual Now Available

**Partners Health Plan's Provider Manual, the most complete summary of provider information associated with our relationship and services for our I/DD enrollees, has been newly revised for 2021. [CLICK HERE](#) to access the 2021 Provider Manual directly.**

The Provider Manual, as well as many other resources such as Billing and Claims Guidelines, COVID-19 Updates and the Provider Portal can **always be found in the Provider Section of the PHP website at [phpcares.org/providers](http://phpcares.org/providers).**

**[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](mailto:providerrelations@phpcares.org)

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