



Partners in Health

Quarterly Provider Newsletter



From the desk of
Brad Reiter

Sr. Director of Contracting
and Network Development

IN THIS ISSUE

- 1 From the desk of Brad Reiter
- 2 Provider Announcements
- 3 Quality
- 6 Billing & Claims
- 6 Contracting

Hello, Provider Community!

I wanted to take a moment to introduce myself. I've recently joined the Contracting and Network Development team at Home State Health. I'm looking forward to working with all of you. I've been with the health plan for 7 years and come from a finance background. There's some exciting work happening on the network side and we're happy to partner with the provider community, bringing the best combination of services to our members.

We're constantly reviewing product expansions and the beginning of a new year is a great time to review products in which we are aligned. Our focus in 2024 is on our Wellcare and Wellcare by Allwell Medicare Advantage products and our Ambetter Marketplace product. Our contracting team is actively reaching out to providers to determine whether our product lines are a good fit for your business. If you are considering adding a product to your existing contract, please reach out to us directly by emailing at managedcarecontracting@centene.com. We are excited to hear from you!

We've revamped our Value Based Contracting offerings and are shifting to a Total Cost of Care model. For Medicaid, the new model aligns payment opportunities with MO HealthNet's quality goals. We believe this is a great offering and provides additional funding for the commitments needed to improve members' access to care and their health outcomes. For more information on adding products or value-based options to your current provider agreement, please contact your contract negotiator (or managedcarecontracting@centene.com).



Provider Announcements

The Importance of Communication Between Primary Care and Specialists ●●●●●

All of us at Home State Health are committed to continuous improvement in the quality of care for our members. Therefore, it is important to stress the critical role that primary care plays in health outcomes. Our primary care providers (PCPs) serve as one of the most important roles of our healthcare system, acting as the “medical home”. This pivotal role extends beyond just treatment--it fosters strong member-provider relationships, ensures continuity of care, care gap closure, and enhances lives. All of which leads to more cost-effective care and improved health outcomes. PCPs serve as the first line of defense, offering preventive care, early detection of health issues, and chronic condition management. Their personalized approach promotes wellness and disease prevention tailored to each individual’s needs.

While PCPs are integral, we also recognize the importance of specialized care when needed. Seamless coordination between PCPs and specialist providers is essential to ensure comprehensive and integrated care for our members. It is important that specialist providers collaborate closely with PCPs to coordinate care, avoiding fragmented care, reducing medical errors, and ultimately improving health outcomes.

In addition, we understand the significance of addressing behavioral health needs within our comprehensive healthcare approach. Behavioral health providers are key in supporting the mental and emotional well-being of our members. It is crucial that behavioral health providers work closely with PCPs to ensure coordinated care and improved outcomes for individuals facing mental health challenges.

At Home State, we are committed to fostering collaboration among primary care, specialty, and behavioral health providers to deliver the highest quality of care to

our members. By prioritizing coordination and communication between providers, we aim to enhance the overall healthcare experience, promote better health outcomes, and empower our members to lead healthier lives. Together, we can continue to make a positive impact on the health and well-being of our community.

Provider Satisfaction Survey 2024 ●●●●●

Our annual provider satisfaction survey will be launched soon, and we hope you’ll take a moment to share your feedback.

This survey serves as the foundation for key improvement initiatives that we undertake each year, and your feedback is critical to making sure we address the right issues.

For example, your feedback in the prior year’s survey enabled our team to make significant improvements in the following areas:

- Utilization and Quality Management
- Network/Coordination of Care
- Health Plan Call Center Service

We look forward to learning about how we can continue to improve your experience of doing business with us. Please keep an eye out for our survey in the coming weeks.

Access Standards ●●●●●

Every year Home State Health assesses appointment availability for PCPs, OBs, specialists, and behavioral health practitioners based on applicable regulatory and accrediting agencies. There are established standards for each type of appointment (routine care, urgent/sick visits, etc.) and type of practitioner. Home State Health uses the results of appointment standards monitoring to first, ensure adequate appointment availability and second, reduce unnecessary emergency room utilization. Please review the Provider Manual for the expectations of how quickly our members should be able to get an appointment.



Quality

Following Up with Behavioral Health Providers Post Discharge ● ●

A critical component impacting the success of patients after discharge from the hospital for a behavioral illness is attending a visit with a mental health practitioner. This follow-up visit supports a seamless transition from in patient to outpatient. This visit will help reconciliation of medications between the discharging facility and outpatient and support coordination of ongoing care.

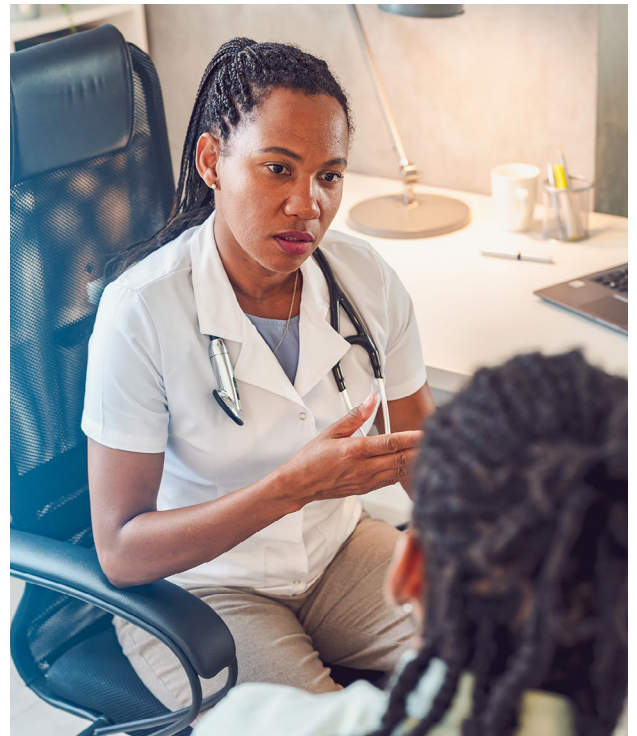
NCQA measures adheres to these visits through the HEDIS measure “Follow Up After Mental Health Discharge” (or FUH). The measure includes those discharged from an acute care hospital, ages 6 and up, and calculates compliance with a follow-up visit with a behavioral health practitioner (psychiatrist/psychologist, counselor, social worker) within 7- or 30-days post discharge.

What qualifies as acceptable aftercare services?

- Medication management with a Psychiatrist/ARNP/PA with a mental health license.
- Individual therapy in the home or office in accordance with program specifications
- Electroconvulsive Therapy (ECT)
- Intensive Outpatient Program (IOP) or Partial Hospitalization Program (PHP)
- Mental Health and/or Substance Use assessments, screenings, treatment planning
- Community Based Wrap Around and/or Day Treatment Services
- Telehealth services with a mental health provider
- Psychiatric Collaborative Care Management

What does not qualify as acceptable aftercare services?

- Follow up visits to a PCP or non-mental health provider.
- Outpatient visits on day of discharge
- Follow up visits outside of the Measurement Year (MY)



To learn more about this measure and why it is important, click on the link:

<https://www.umu.com/course/?groupid=102831&sKey=1aba501833f6d6f4a105e06234a69e5c#/>



Quality, continued

Charting BMI Made Easy ●●●●●

As we approach school and sports physical season, set yourself up for success to get HEDIS credit for what you already do! Remember: This measures documentation of BMI PERCENTILE once per calendar year for your pediatric patients 3-17 years of age.

Here is a list of tips and tricks to successfully meet this HEDIS measure:

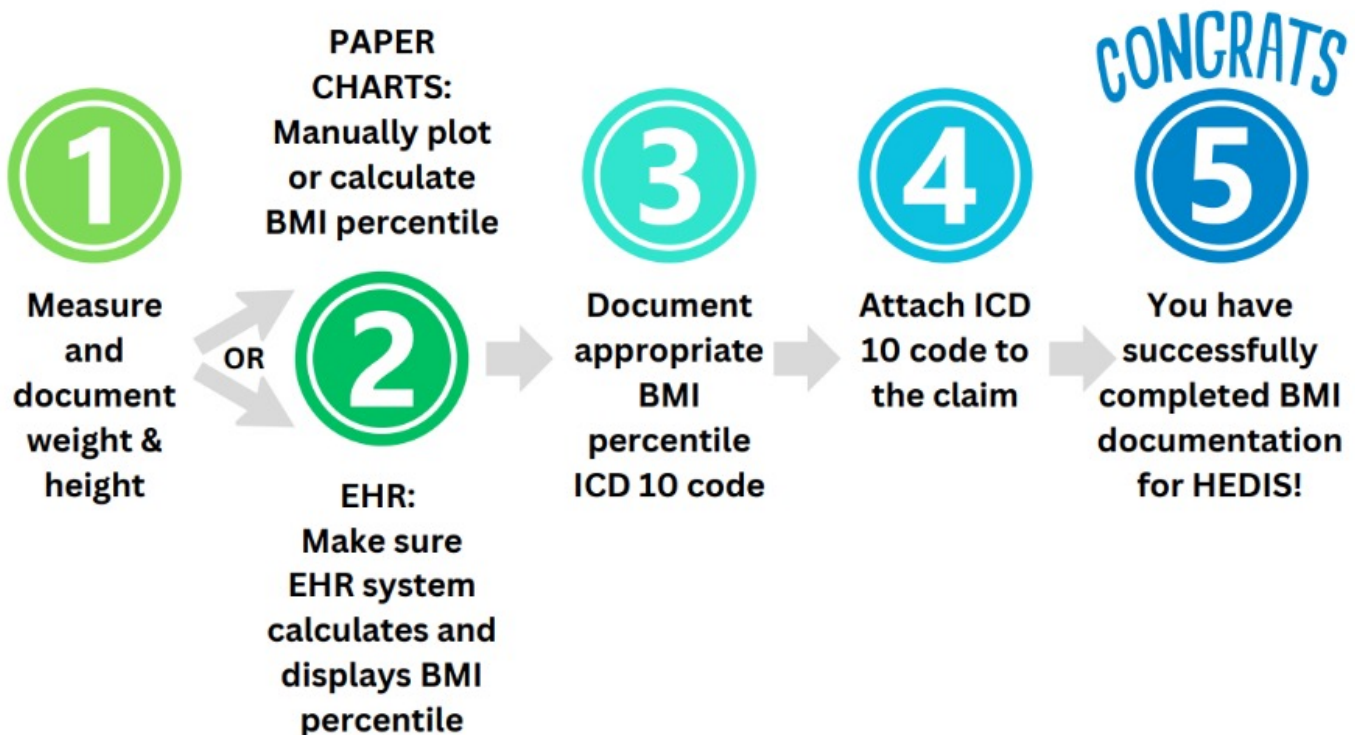
- Check height and weight at every visit.
- Optimize your EHR system to capture and display your pediatric patient's BMI as BMI percentile in the chart.
- Streamline your documentation by using templates or ICD 10 favorites to include BMI percentile (Z68.51, Z68.52, Z68.53, Z68.54).

- If you miss collecting and documenting BMI percentile at a well visit, you can try again at a non-preventative visit appointment.
- If you have paper charts, do not forget to plot the BMI percentile on the growth chart and add your appropriate ICD 10 code for BMI percentile (Z68.51, Z68.52, Z68.53, Z68.54) to the claim.

Documentation is **KEY** to meeting this measure.

You can use online calculators such as

<https://www.cdc.gov/healthyweight/bmi/calculator.html>





Quality, continued

Make Sure HPV is on Your Back-To-School Vaccination List ●●

Human Papilloma Virus (HPV) is more common than you think.

Approximately 46,000 people a year, both men and women, are diagnosed with an HPV related cancer. These include cancers of the tonsils, base of tongue, throat, reproductive system, and anus.

As recommended by the American Academy of Pediatrics (AAP) and the American Cancer Society, starting the HPV series at age 9 through 12 years of age has been shown to increase the percentage of patients who complete the series by 13 years of age.

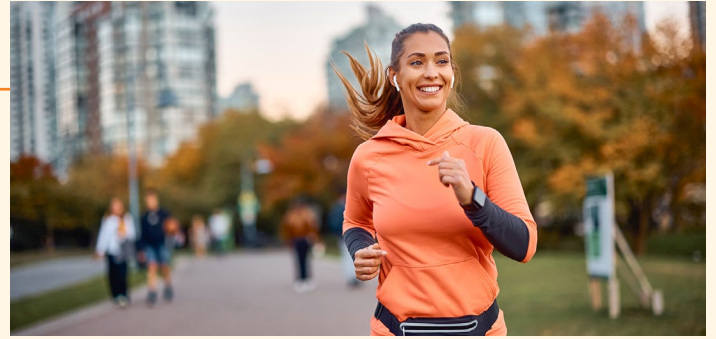
Why is this important?

- a. HPV vaccine prevents infections that can cause HPV related cancers. We start and complete the series earlier than later to protect long before exposure.
- b. Starting HPV vaccine ages 9-12 produces more antibodies which is why patients only need the 2-dose series at this age.

As recommended by the AAP, when discussing vaccines with patients and their families, providers should describe vaccines as a way of teaching the immune system how to recognize a virus or bacteria, so their body knows how to respond if they are exposed to the germs.

A strong recommendation from you, their primary care provider, can make all the difference in a patient's life and their family's acceptance of the HPV vaccine.

LINK: https://downloads.aap.org/AAP/PDF/AdolesGuide_WhyVax_Family.pdf



Physical Activity and Nutrition Counseling ●●●●●

DID YOU KNOW that discussing physical activity during your wellness visits is recommended by Bright Futures Guidelines?

Tips and tricks to successfully meet Physical Activity HEDIS measure:

When documenting Physical Activity include:

- a. Type of activity
- b. How many days a week
- c. How many minutes a day

Use templates or ICD 10 favorites to include Physical Activity Counseling (Z02.5 or Z71.82). This will streamline documentation.

DID YOU KNOW that discussing your patient's diet and healthy eating habits during your wellness visits is recommended by Bright Futures Guidelines?

Tips and tricks to successfully meet Nutritional Counseling HEDIS measure:

- Use check lists in a template to make sure you discuss and document these items.
- Streamline documentation using templates or ICD 10 favorites to include Nutritional Counseling (Z71.3).

DID YOU KNOW that you can also discuss, document, and meet Physical Activity and Nutritional Counseling measures at a non-preventative visit appointment such as ADHD, weight loss or weight gain follow-up visits?



Billing & Claims

Pay Span Reminder ● ● ● ● ●

Register and receive claims and incentive payments from Home State Health much faster.

A team of Provider Support associates are available Monday-Friday between 8:00 am – 8:00 pm EST to assist providers with a variety of inquiries including but not limited to:

- Assistance with EFT registration
- Provider portal access and navigation
- Downloading/routing 835's to a 3rd party
- Add or change bank account information

Provider Services and Delivery

PaySpan® Health

1-877-331-7154 • www.payspanhealth.com



Contracting

Important Contracting Notice: Limitations By Agreement ● ● ● ● ●

Providers and Practitioners billing with the same TIN/ Group NPI may only be affiliated with one Agreement. The Agreement will be inclusive of all Products that the Provider or Practitioner participates under.

For example, if you participate with Home State Health Medicaid, WellCare Medicare Advantage, WellCare by Allwell Medicare Advantage and/or Ambetter via a PHO/ IPA, you may not also have a direct contract with Home State Health or participate in a second PHO/IPA for any Home State Health line of business. You must contract for all lines of business via one Agreement.

Questions? Contact your Provider Relations Representative or our Contracting Team:

ManagedCareContracting@centene.com.



Contact Provider Partnership:

HomeStateHealth.com	Home State: 1-855-694-4663 / TTY: 711
HomeStateHealth.com	Show Me Healthy Kids: 1-877-236-1020 / TTY: 711
Ambetter.HomeStateHealth.com	Ambetter: 1-855-650-3789 / TTY: 711
Wellcare.com/AllwellMO	Wellcare By Allwell: MAPD 1-855-766-1452 / D-SNP: 1-833-298-3361 / TTY:711
Wellcare.com	Wellcare: MAPD 1-833-444-9088 / D-SNP: 1-833-444-9089 / TTY: 711

Provider Services Department
 1-855-694-HOME (4663)
 TDD/TTY 711

7711 Carondelet Ave.
 St. Louis, MO 63105