PROVIDER UPDATE

📢 What's New!

Steward Health Choice Generations- New Name, New Logo!

Health Choice Generations is going to have a bold new look. Last year brought growth opportunities to Health Choice including our merger with the Steward Health Care Network. A component of integrating Health Choice Generations and Steward Health Care Network is creating a unified brand image. We are excited to share our new logo with you, as this branding is an important part of our combined vision, mission, and culture. The logo is derived from a combination of the Steward logo, the Health Choice name, and the nautical flag for medical assistance. You will see usage of this logo out in the community with full implementation in January 2019 to coincide with our new plan year.

Thank you for all that you do for Health Choice Generations and our members. I am proud of everything that we have accomplished and I hope you enjoy the look and feel of our new logo as much as we do.

Steward Health Care Network

HEALTH | CHOICE

Changes and/or additions to the Steward Health Choice Generations, AZ (SHCG) Prior Authorization (PA) Grid effective 1/1/19 are as follows:

The following codes no longer require Prior Authorization

- Ambulatory Surgery Centers (ASC/POS 24): Prior Authorization is NOT required for Contracted ASC's unless the provider type or procedure code is listed on the PA grid

- 95950, 95951, 95953, 95956, 95957 - Neuropsychology, Developmental & Psychological Testing and Therapy

- 97802, 97803, 97804, S9470, S9452 - Nutrition Counseling/Education

- 97597, 97598 – Wound Therapy

Providers and Procedures Requiring Prior Authorization

- Advanced Imaging & Obstetrical US: Prior Authorization is required for all listed codes

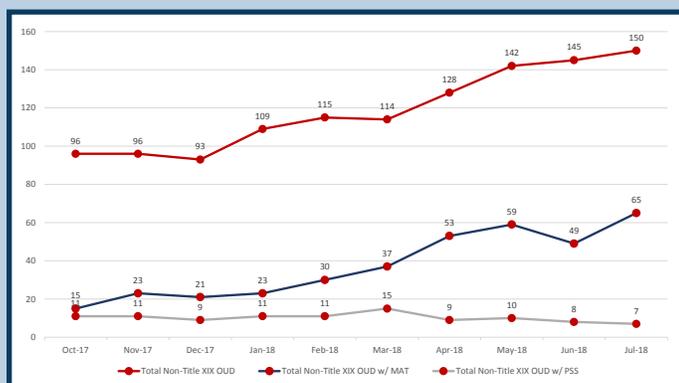- Durable Medical Equipment: Prior Authorization is required for all listed codes

- High Frequency Chest Wall Oscillation/Vest/Percussion Vest: Prior Authorization is required for all services

- Neurology Electroencephalogram (EEG): Prior Authorization is required for all procedure codes listed on the PA grid

- Spinal Cord Stimulators (including implants): Prior Authorization is required for all procedure codes (including implants) listed on the PA grid

- Spine Procedures (including Implants): Prior Authorization is required for all procedure codes (including implants) listed codes on the PA grid

- Medical Pharmacy / J Codes: Prior Authorization is required for all codes listed on the PA grid

Thank you for your continued commitment to serving our members and ensuring the provision of quality care and services. If you have any question or need additional information, please call our Provider Relations Department at (800) 322-8670.

Steward Health Choice Relaunches Mountain ECHO on November 5th, 2018!

Mountain ECHO, a Project ECHO® replicate, provides information on Medication Assisted Treatment (MAT) and Opioid Use Disorder (OUD) through education modules and case consultations. We welcome multidisciplinary professionals, from Peer Support Specialists to Physicians, from all over Arizona to be a part of our "all-teach, all-learn" tele-mentoring environment. Our sessions are held on the 1st and 3rd Monday of every month from 12-1pm. Participation is through registration only. We encourage professionals from all of our provider agencies to join us! More information and registration can be found at https://www.stewardhealthchoiceaz.com/providers/project-echo/ .

Non-TXIX Members with an OUD Engaged in Services

SHCA Opioid Targeted Grant Programs

Opioid State Target Response Successes

Since April 2017, Steward Health Choice Arizona has been working with the state and federal government to make a noticeable impact on the opioid epidemic in Arizona. Through the State Targeted Response (STR) to the Opioid Epidemic and the State Opioid Response (SOR), SHCA has successfully implemented an impressive array of services throughout Arizona. The SHCA STR Program is now established in 5 Counties and includes 18 distinct agencies. These agencies include Integrated Health Homes, Federally Qualified Healthcare Centers, Emergency Departments, Prevention Coalitions and more. The STR Program has also established two, 24-hour Centers of Excellence for Opioid Treatment. Most importantly, the people in Arizona are receiving quality service. And an increasing number of under and uninsured individuals with Opioid Use Disorders are now engaged in treatment. I'd like to offer an enormous thanks and congratulations to Rose Planteen, STR Program Manager, and her dedicated team. ∎

Did You Know?

Steward Health Choice Generations 2018 Annual Model of Care Training

Steward Health Choice Generations has a MOC that is available for review under the Provider Information section of our website; https://www.stewardhcgenerations.org/ .

The MOC outlines the framework by which Steward Health Choice Generations addresses the unique needs of each enrollee.

A SNP is a type of Medicare Advantage plan providing targeted care, improved care coordination and continuity of care to members with special needs. SNPs operate under the MOC structure to identify and help meet the unique health care needs of each SNP member.

- Special Needs Plan (SNP) Model of Care (MOC) training is required initially and annually by the Centers for Medicare & Medicaid Services (CMS) for care providers who treat members in SNPs.

- A SNP is a type of Medicare Advantage plan that provides targeted care, improved care coordination and continuity of care to members with special needs.

- You are considered to be a SNP care provider if you treat members who are enrolled in a SNP, even if you treat just one SNP member.

- One clinical or non-clinical staff member of each practice, clinic or medical group may take the training and communicate the information within the practice.

Reaching for the Stars

What is Star? Medicare Star Ratings is a performance program administered by the Federal government entity Center for Medicare and Medicaid Services (CMS). All Medicare Advantage (MA) health plans receive a Star Rating that help patients and their families pick a health plan and provider based on important areas, such as quality and experience of care and customer service.

How does it work? CMS has identified 46 unique performance measures to determine a plan's overall Star Rating in every area of the health plan from clinical care to access to care. These measures roll up into a single Star rating, making it easy for patients to pick a plan and provider. A 5 Star rating denotes excellence in performance, something Steward Health Choice strives for every day.

What does this have to do with me? Everything! Star rating is essential to our success as a health plan and our providers. Star rating is engrained in who we are – it's in in our Mission, Vision and Values. We are connecting our members and patients with quality care networks and we strive every day to be the provider of choice by revolutionizing health care services. Every day is an opportunity for you to work with your patients to achieve success.

Steward Health Choice is committed to being the premier health plan and this commitment reaches Star Rating, as well. In the coming days, weeks and months, there will be a focus on how you & your practice can impact our own Star Rating, with a goal to be the best plan and provider available to patients. Check back to the "Star light, Star bright" section of every newsletter for a note on Stars.

EPSDT Tracking Forms

This is a busy season for everyone and we wanted to send a quick reminder regarding EPSDT forms.

The Steward Health Choice Arizona, EPSDT (Early and Periodic Screening, Diagnostics and Treatment) department has noted a remarkable reduction in EPSDT / Well Child Visit Tracking Forms and/or Electronic Health Records (EHR), submitted by our contracted providers. EPSDT is providing the following information as a reminder regarding the use and submission of EPSDT / Well Child Visit Tracking Forms or equivalent EHR's to the Health Plan EPSDT Coordinator, for proper follow up and processing.

Per the AHCCCS Medical Policy Manual, accessible through the below link, the following are a few of the key guidelines for use and submission of the EPSDT Tracking Forms & EHR's.

http://azahcccs.gov/shared/Downloads/MedicalPolicyManual/AppendixB.pdf

Providers must complete EPSDT forms and/or Electronic Health Records (EHR), at every EPSDT/Well Child Visit, complete all age appropriate screenings in accordance with the AHCCCS EPSDT and Dental Periodicity Schedule.

AHCCCS requires provider use of the EPSDT Tracking form or Electronic Health Record (EHR) for documentation of the Well Child Visit.

> "The Arizona Health Care Cost Containment System (AHCCCS) EPSDT Tracking Forms must be used by all providers offering care to AHCCCS members less than 21 years of age to document age-specific, required information related to EPSDT screenings and visits. Only AHCCCS EPSDT Tracking Forms may be used; paper form substitutes are not acceptable. However, the provider may choose to utilize electronic health record system, so long as the electronic form includes all components present on the AHCCCS EPSDT Tracking Form."

AHCCCS requires providers to send completed EPSDT Well Child Visit Tracking Form or EHR, to the Contractor's EPSDT Department / Coordinator.

"AHCCCS Contractors are required to print two-part carbonless EPSDT Tracking Forms (a copy for the medical record and a copy for providers to send to the Contractor's EPSDT Coordinator) and distribute these forms to their contracted providers. Providers may also choose to print the EPSDT Tracking Form from the AHCCCS website."

Where to submit EPSDT Well Child Visit Tracking Forms or equivalent Electronic Health Records (EHR's).

Please submit EPSDT Tracking forms and EHR's directly to the EPSDT department, either by email or fax. It is not necessary to attach tracking forms to claims submissions.

Email: HCH.EPSDTCHEC@steward.org
Fax: (480) 760-4716

_____

Non-Emergency Transportation Services Provider

In our ongoing efforts to ensure the provision of quality care and services for our members, this is to remind our providers that Steward Health Choice Arizona (SCHA) is contracted with Veyo to provide non-emergent medical transportation services for our members, this was effective 6/15/2017.

Members can call Member Services at 1-800-322-8670 to arrange transportation.

For additional information please contact your Network Provider Performance Representative or Member Services at 1-800-322-8670.

We are committed to working with our providers to improve member outcomes and access to services. ■

Has any of your information changed?

We like to keep our records up to date!

Please contact your Network Provider Performance Representative if you have changes to your roster, address, and fax or phone number.

Provider Online Resources

Our team brings an open vision to Arizona. We believe that those who provide care should be the leaders in creating and constructing new, better and less invasive mechanisms for the delivery of the care they provide. We are provider-owned and we understand both the rewards and difficulties of managed care and health plan/provider relationships.

Visit us online for provider specific resources!

- Provider Manual(s)
- Prior Authorization
- Provider Notices

SHCA: www.StewardHealthChoiceAZ.com
SHCG: www.StewardHCGenerations.org

Provider Portal - Get direct access to member eligibility, claims status, PA status and more!
https://www.stewardhealthchoiceproviders.org/ProviderPortal/Login/Index.asp?ReturnUrl=%2f

Steward
Health Care Network

HEALTH | CHOICE