

# PROVIDER NEWSLETTER

JANUARY 2019

## Star Light, Star Bright

Last month we introduced our Medicare Star Rating performance program, this month it's time to start introducing the specific teams that drive our Star Rating performance every day. This month's newsletter will shine a spotlight on our Member Services team and the Star rating measures they impact.

**Who is Member Services?** Our Member Services team consists of 100+ staff manning the health plan phone lines and answering thousands of critical calls monthly. This team handles calls from both our members & providers at Steward Health Choice.

**What does Member Services have to do with Star Ratings?** Member Services is responsible for the Foreign Language & TTY (Text Telephone) Availability measure,

measures that determine if a Call Center is adequate enough to handle calls of different languages & calls for the hard of hearing.

Languages this year include:

- Spanish
- French
- Vietnamese
- Tagalog
- Cantonese
- Mandarin

Starting in February, CMS's vendor will conduct "secret shopper" calls to our Member Services team and test them to see if they are able to handle calls in various languages, & whether or not they have TTY opportunities. Last year we scored a 4-STAR (95%) & 5-STAR (100%) respectively, and this year we are looking to shoot for the stars with 100% across both measures. ■

## Steward Health Choice Oral Health Program – Member Missed Appointments

Our Oral Health Program can assist with rescheduling missed appointments. Missed appointment forms are readily available for use found on our website(s) or through your provider portal. Once you have filled out this form please fax to our office at 480-350-2217, attention Dental Outreach.

If you have any questions please reach out to our Dental Care Coordinator at 480-760-4821. ■

## Risk Adjustment – It's a New Year!

The deadline for addressing, documenting, and capturing clinically appropriate risk adjusting conditions is approaching. Accuracy in documentation and diagnosing is essential to ensuring providers have the appropriate budget to manage their patients' conditions throughout the year. Prior to the rise of the risk adjustment model, reimbursement was based solely on demographic factors and services rendered. Since costs can vary

widely among patients, risk adjustment can now be used to evaluate patients on an equal scale.

Did you know that a patient's risk score resets at the beginning of every year, so providers must accurately document and diagnose ever year. Providers must thoroughly report on each patient's risk adjustment conditions and must be based on clinical medical record documentation

from a face-to-face encounter. Steward Health Choice has a team of Certified Risk Coders and Performance Improvement Coordinators here to assist you in achieving your goals for the New Year, please reach out if you'd like additional information or education (480) 968-6866 ext. 5034 and check back here monthly for your risk adjustment update. ■



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## Did You Know?

### Steward Health Choice Provider Credentialing FAQs

#### How long is the credentialing process?

Steward Health Choice strives to process complete credentialing applications in 60 days or less. It may take longer if you submit an incomplete application or if requested attachments are not submitted with the application.

#### How do we complete recredentialing with Steward Health Choice?

Recredentialing is conducted every three years after initial credentialing to ensure professional qualifications remain valid and current. If you have attested to all of the data in CAQH on the regular interval required, you do not need to do anything. Steward Health Choice simply pulls your information from CAQH to review for updates and changes. Please remember to review, re-attest and authorize data access once every four months. If you keep this information up-to-date, Steward Health Choice will only send you a notification letter at the end of the recredentialing process.

#### What are my rights in credentialing?

Physicians and other health care professionals applying for the Steward Health

Choice Network have the following rights regarding the credentialing process:

- To review the information submitted to support your credentialing application
- To correct erroneous information
- To be informed of the status of your credentialing or recredentialing application; upon request.

For more frequently asked questions, please visit: [https://www.stewardhealthchoiceaz.com/wp-content/uploads/mdocs/SHCN-HC\\_CredentialingFAQ.pdf](https://www.stewardhealthchoiceaz.com/wp-content/uploads/mdocs/SHCN-HC_CredentialingFAQ.pdf)

### Compliance with AHCCCS Minimum Subcontract Provisions

As a reminder, Minimum Subcontract Provisions (MSPs) are referenced and incorporated into the Steward Health Choice Arizona Contract, AHCCCS Provider Participation Agreement as well as AHCCCS Medicaid Contracts, including Intergovernmental Agreements. AHCCCS Contractors' subcontracts must reference and require compliance with the MSP.

As a Steward Health Choice Arizona Pro-

vider, you are required to comply with these provisions.

Applicable AHCCCS Minimum Subcontract Provisions can be located on the AHCCCS website at: <https://www.azahcccs.gov/PlansProviders/HealthPlans/minimumsubcontractprovisions.html>

### Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) Program Reminders

#### DEVELOPMENTAL SCREENINGS

#### Early Intervention can change a child's future.

We at Steward Health Choice Arizona want to work with you to ensure Arizona's children receive all they need to be successful. Periodic developmental screenings during early childhood is essential to identify possible delays in growth and development. These screenings are required for children enrolled in Arizona's Medicaid program.

Developmental delays or behavioral problems can be identified by trained providers who utilize the approved Developmental Screening Tools (PEDS, ASQ, and MCHAT). Important delays can be identified such as:

## Provider Forums – Come Join Us!

Steward Health Choice Arizona and Steward Health Choice Generations will be hosting our first quarterly Provider Forum(s) of 2019. We will present at two locations on the following dates:

#### MARICOPA - PHOENIX

Tuesday, February 12, 2019  
11:30 AM - 1:00 PM  
Ability 360  
5025 E. Washington St.  
Phoenix, AZ 85034

#### YAVAPAI - PRESCOTT

Tuesday, March 12, 2019  
11:30 AM - 1:00 PM  
Prescott Adult Center – Auditorium  
1280 Rosser St. #B  
Prescott, AZ 86301

If you cannot attend in person, you can participate by joining us online:

From your PC, Mac, Linux, iOS or Android: <https://zoom.us/j/3787608411>  
AND  
By calling: (669) 900-6833 or (646) 876-9923 Meeting ID #: 378 760 8411

Refreshments and light fare will be served. If you plan to attend, please RSVP to Jadelyn Fields at [Jadelyn.Fields@Steward.org](mailto:Jadelyn.Fields@Steward.org) with your name, office name and number of anticipated guests.

Highlights of discussion topics include:

- Provider Portal Upgrades
- Enhanced Online Provider Education and Training
- Quality and Performance Initiatives
- Post 10/01 AHCCCS Complete Care (ACC) Integration

We look forward to seeing you there! ■

learning disabilities, speech or language problems, autism, intellectual disability, emotional/behavioral conditions, hearing or vision impairment, or attention deficit hyperactivity disorder (ADHD). Less than half of these problems are identified before the child reaches school age, meaning the problems may have worsened and critical intervention opportunities have been missed during the preschool years. Studies have shown that children who receive early intervention and treatment for developmental disorders are more likely to graduate from high school, to hold jobs as adults, and are less likely to commit criminal acts than those who do not receive early intervention.

Providers are required to use the AHC-CCS approved Developmental Screening Tools (PEDS, ASQ, and MCHAT) during an EPSDT visit. To ensure you receive the proper reimbursement, use the CPT code 96110 with an EP modifier. This allows you, as a provider, to receive enhanced reimbursement.

When performing developmental screenings remember the state programs available to assist these children:

- AZEIP CRS, Behavioral Health, ASD Programs

## IMMUNIZATIONS

### Why Immunize?

**Immunization is all about protection.**

- **Protection from infection**
- **Protection for your community**
- **Protection for our future**

Vaccines are important for your patients! Be sure they are aware serious disease is still out there and an immunization schedule provides the best protection.

Work hard to keep your patients on track and please report their immunizations to ASIIS.

## LEAD SCREENINGS

Steward Health Choice Arizona recognizes pediatricians are **busy!** SHC-AZ would like to keep fresh in your mind the importance of blood lead screenings.

We believe ALL children should be evaluated for their risk of lead poisoning at 12 and 24 months of age. The only way to detect lead poisoning is by having a simple blood test.

### Lead poisoning can cause:

- Slowed development
- Learning or behavior problems
- Brain, liver and kidney damage
- Hearing loss
- Convulsions
- Death

Health effects depend on the time of a child's contact with lead and on the child's blood lead level.

### Some symptoms of poisoning include:

- Headaches
- Stomach aches
- Nausea
- Tiredness
- Irritability (Some children present with lack of attention)

To enable physicians to incorporate blood lead screening into their practices, the Arizona Department of Health Services (ADHS) has streamlined their screening and reporting protocol to make this simple test even easier! Let's screen our kids to be sure they have the best chance at success as possible.

### Screening Recommendations:

- Children should have a blood lead test at 12 and 24 months of age.
- Children aged 36 to 72 months should be tested if they have not been previously tested.

## OBESITY/UNDERWEIGHT

### Let's work together to help our children be healthier!

Obesity is an issue for many of our members, but a select few also have difficulty gaining weight. We at Steward Health Choice Arizona are concerned about our members who are overweight and those identified as underweight. Physician involvement is paramount for medical assessment, management, counseling, and coordination with

a multidisciplinary team for these children. Obese or underweight patients who receive counseling and weight management from their physicians are significantly more likely to follow through with weight management programs than those who do not. Obesity and underweight treatment guidelines and materials are available from a variety of resources for providers to choose from and include dietary adjustments, physical activity adjustments, and behavioral modification.

An obesity or underweight diagnosis should be recognized and treated. Steward Health Choice has developed an outreach program for these members and is here to partner with you to help these patients and their families be successful.

## FLUORIDE VARNISH

Did you know children are required to receive *Fluoride Varnish* at EPSDT visits from 6 months through 2 years of age? The great news is this service may be billed separately from the EPSDT visit using CPT code 99188 (for physicians). Be sure to take credit for this important measure by documenting this on your Tracking form or Electronic Health Record.

## Healthy mouths improve kids' health!

Please be sure to make this part of your routine well child visits for this age group!

## A QUICK REMINDER ABOUT EPSDT FORMS!

- **Complete** the EPSDT forms and/or Electronic Health Records AT EVERY EPSDT/Well Child Visit!
- **Complete** all age appropriate screenings in accordance with the AHCCCS EPSDT and Dental Periodicity schedule!
  - Check with your provider representative on what can be billed separately!
- **Submit** EPSDT Tracking Forms and EHR's directly to the EPSDT department!
  - (no need to send to claims)
  - EMAIL: [hch.epsdtchec@steward.org](mailto:hch.epsdtchec@steward.org)
  - Fax: 480-760-4716 ■



# We're Here to Help!

## Make Health Care Access Convenient

Providing a positive patient experience includes more than high care quality and driving patient satisfaction. Patients must also have convenient healthcare access.

Ensuring simple healthcare access means overcoming any barriers patients might face. In rural areas, these might be geographical barriers that providers use telehealth and other technologies to overcome. Other patients might contend with convoluted appointment scheduling, keeping patients from seeing their clinicians in a timely manner.

Steward Health Choice recommends that its provider network utilize the following best practices:

- Block off time on the provider's schedule each week for sick visits/ last minute add on appointments (Front Desk or Office Manager)
- Create a "Cancellation List" and when you have openings, reach out to those patients to try and get them in (Front Desk or Office Manager)
- Implement a "Same Day Call Back" policy for patients—all patients should receive a call back by the end of the business day (Front Desk, Office Manager, or Nursing Staff)
- Train front desk staff on triaging calls to try and answer all non- medical questions and reduce the number of calls the nurses/ providers must call back (Front Desk)
- Train front desk staff on preparing patients for inevitable wait times (through customer service training) (Front Desk)
- Optimize provider's schedule to ensure appropriate amount of time is allotted to see the patient (different times for sick visit vs. well visit, etc.)
- After hours, have an answering service to triage patient calls and divert accordingly (non-emergency calls to office, emergency calls go to MD, Urgent Care or ED)
- Daily Huddles –quickly review schedule and wait time challenges for the day

Improving convenience and the ability for patients to receive care when they want is critical to improving access and loyalty. Convenience for patients is key in today's healthcare scene and is even valued over costs with most of the population. Fitting patients into your schedule, however, can be challenging. Utilizing scheduling resources and best practices will help keep patients satisfied and loyal. ■

## Provider 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.

**Steward Health Choice Arizona:**  
[www.StewardHealthChoiceAZ.com](http://www.StewardHealthChoiceAZ.com)  
**Steward Health Choice Generations:**  
[www.StewardHCGenerations.org](http://www.StewardHCGenerations.org)

Visit us online for provider specific resources!

- Provider Portal Access
- Provider Manual(s)
- Prior Authorization
- Provider Notices/Announcements
- Provider Newsletters

To help you and your staff stay informed and help address any questions about Steward Health Choice, we have established the following support services:

- Provider Services call center
  - 1-800-322-8670
  - Open Monday-Friday 6:00 AM-6:00 PM

Members can also access additional resources by visiting us online

- Health plan benefits
- Providers in network
- FAQs
- Programs and information about Steward Health Choice ■

## 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.\* ■



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