



PARTNERSHIP IN PRACTICE

nh healthy families.



Medicaid



Marketplace



Medicare

SUMMER - 2024 -

VOL. 9, NO. 2

Beginning September 1, 2024, we are entering a new contract to provide Medicaid coverage and services to New Hampshire residents. Along with that comes a new DHHS Primary Care Model in which both Medicaid patients and our provider partners are being asked to take a more proactive role in our members' preventive healthcare.

We support the DHHS Primary Care and Prevention Focused Care Model (PCPFCM), and we are committed to partnering with you, our providers to implement the program.

Through the next several months we are educating our members about the PCPFCM. We encourage our members to become rigorous advocates of their own health by introducing the concept, Health Hero. This new concept stresses the critical importance of our members' partnership with their primary care provider. In addition, we have added several financial incentives through our My Health Pays® program to encourage preventive care.

We have seen time and again that our primary care providers are successful at keeping our members healthy, working tirelessly to assure our members receive the care they need and deserve. We understand that the goals of the program can appear lofty, but we believe that by working together we can make a meaningful difference in our members' - your patients' - lives.

Our teams are committed to working with you to improve the health of our members. Our Provider Engagement team will continue their outreach to you with information and tools to assist your conversations with NH Healthy Families members. In the meantime, please reach out to us with any questions or concerns. Together we can make primary care even stronger in the Granite State.

In good health,



Jennifer Kent Weiner
Vice President, Network Management
NH Healthy Families



Sam DiCapua, DO
Chief Medical Officer
NH Healthy Families

Key Points in the DHHS Primary Care and Prevention Focused Care Model (PCPFCM)

“The Primary Care and Prevention Focused Care Model (PCPFCM) reflects the State’s longitudinal interest in Members’ long-term health and delivery of coordinated, whole-person care.”

- MCM 3.0 Model Contract Section - 4.11 & 4.12.7

- Help us communicate with our provider partners including your organizations
- Provide us with your valuable feedback – encourage participation in our Advisory Committee

PROGRAM COMPONENTS:

What we are doing to encourage Member participation in the PDPFCM

- **PCPFCM Support Model** (Education and training, PCC Support Team - Care Coordination, HRA Support, Provider Data and Reporting, APM, and Closed Loop Referral System Support).
- **Provider/Patient Relationship** (PCP Attribution, Provider Panel Management, Member Engagement and Outreach).
- **Potential PCC Capitation Model - Year Two, Voluntary** (HRA Assessment Completion, Quality Benchmarks, Care Gap Closures/Screenings, and Comprehensive Medication Reviews).
- **Innovations in Comprehensive Medication Reviews** (Outcomes in offices).
- **Member/Provider Incentives** (Leverage Experience, Incentive Expansion, Provider Attribution)
- **Quality/HEDIS Outcomes**

- Direct mail Letters & postcards
- Email
- Member newsletters
- Member phone calls
- Dedicated Website landing page
- Self-guided tutorials
- Social media
- Community partner outreach & events

WHAT WE NEED FROM OUR PROVIDER PARTNERS:

Enhancements to what you are already doing

- Wellness visits
- Health Risk Assessments
- Care Coordination
- Closed Loop Referrals (UniteUs)
- Health Screenings (USPTF)
- Comprehensive Medication Assessments (Outcomes)

New for 2024

- Work with us to embrace the PCPFCM and collaborate with us to meet contract requirements

HEALTH HERO CONCEPT



Health Hero encourages Members to take charge of their own health through:

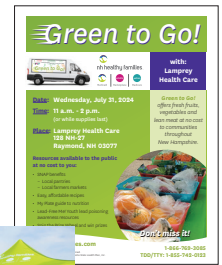
- The importance of partnering with their PCP
- A focus on prevention and preventive visits and screenings
- Increasing communication with their Health Plan
- Participating in the My Health Pays program, and using their dollar rewards for healthy activities



Medicaid Open Enrollment (August 1-30, 2024)

We are underway with Medicaid Open Enrollment. Our Provider Engagement and Community Relations teams are holding education sessions, and fun events for providers and member communities.

If you are interested in hosting an Open Enrollment event, please contact us today!



Growing Behavioral Health Innovation

Earn While You Learn Scholarship for New England College's Community Mental Health Students

Our innovative approach to behavioral health programming continues with the new Earn While You Learn scholarship in partnership with New England College (NEC).

The partnership offers a cooperative learning model for students in NEC's new Bachelor of Arts in Community Mental Health program that launched in fall, 2023. Students will combine traditional classroom learning with two paid immersive working experiences, or co-ops, at one or more of NH's community mental health centers that contract with DHHS via the state's community mental health program. Each co-op will provide students with the opportunity to "earn while they learn" by working 20+ hours per week at approximately \$20+ per hour. Students will deliver client care, help with daily activities in the community, and even run group counseling sessions—all real-world learning experiences that will prepare students for employment after graduation.

Recovery Workforce Outfitting Program



The Recovery Workforce Outfitting Program supports work engagement wellness. Through a partnership with Harbor Care, and the 18 Peer Recovery Support agencies, the NH Healthy Families scholarships support candidates in recovery seeking employment in their community with supplies necessary to gain/maintain employment.

Since its launch through June 2024, the program has helped 40 individuals purchase work attire, footwear, transportation (bicycles), vital document fees, tools and supplies.

Clothing for a new job in landscaping – ***“Client has made great progress in his recovery, initially working part-time and is now moving to full time, seeking educational opportunities, and moving to independent living. A full-time job will aid in supporting endeavors and assist in a successful recovery.”***

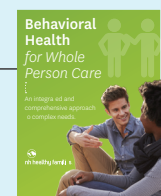
– Granite Pathways-Manchester regarding male community member

Durable clothing/equipment needed to withstand weather/wear and tear of construction work – ***“Provides structure, financial assistance, pays bills, keeps me occupied and out of trouble, keeps my mind off of using.”***

– Male Community member with TLC Family Resource Center, Lebanon

Other NH Healthy Families Behavioral Health Innovations

Visit our [Provider Behavioral Health Resources webpage](#) at NHhealthyfamilies.com to view our Behavioral Health for Whole Person Care booklet (PDF link is at the top of the page).



For more information on our Behavioral Health innovation, contact your Provider Engagement team!

Provider Appeals

Effective September 1, 2024, providers may submit a written request for a claim appeal, along with any supporting evidence or documentation, within sixty (60) calendar days of receiving the Evidence of Payment, which serves as a Notice of Action.

- A provider must submit a written request for an appeal within sixty (60) calendar days of:
 - The date of our written notice advising the provider of the adverse action to be taken; or
 - The date on which we should have taken a required action and failed to take such action.
- NH Healthy Families will confirm receipt of the appeal in writing within ten (10) business days.
- NH Healthy Families will offer peer-to-peer review support, with a like clinician, upon request, from providers prior to the appeal decision.
- NH Healthy Families will resolve provider appeals through written notice within thirty (30) calendar days of receipt.
- If the appeal resolution results in the adverse action being upheld, the provider has a right to request a State Fair Hearing. The State Fair Hearing process will be outlined in our resolution notice.

QuitWorks-NH CEUs Available

As healthcare providers, you want to offer your patients who use any form of tobacco the best treatment and resources available to help them quit. Research shows that most people who use tobacco want to quit – they just don't know how.

You have the power to help increase patients' confidence and readiness to quit through motivational interviewing. Learn how with [quitworksnh.org's](https://quitworksnh.org) free, on-demand tobacco treatment module and start earning [CEUs today](#).



Comprehensive Medication Review with new OutcomesOne Platform



As a provider serving NH Healthy Families members for New Hampshire Medicaid plans, you can earn revenue for providing Medication Therapy Management (MTM) services, such as a Comprehensive Medication Review (CMR) that empower patients to effectively manage their medications and health.

How it works:

- Outcomes® shares CMR-eligible patients for your review and action.
- You document the result of your intervention in the Outcomes free, online OutcomesOne platform.
- Your practice can earn revenue for helping an eligible patient improve adherence to their medication regimen by completing a comprehensive medication review.

To take advantage of this opportunity:

1. Go to <https://info.outcomes.com/contracting>.
 - a. Complete the contracting form for your practice.
2. Outcomes will contact you to help you complete setup for your practice and access your CMR-eligible patients.
3. Document the results of your MTM services in the OutcomesOne platform.

There is no cost to participate with Outcomes. For help getting started, call the Outcomes help desk at **1-877-237-0050**. We look forward to working with you to improve medication outcomes for your patients!



Operations Update



Pulse Surveys are here - This is a holistic Approach to join forces with the annual survey. This is a random monthly emailed pulse survey. There is an option to start a video about the provider experience to bring to real life their experience. Survey is robust and will not be sent out to the same provider more than once. The providers won't receive the pulse survey if they are getting the annual Provider Satisfaction Survey.

Trainings: Cultural Humility, CDI, other? CDI The Clinical Documentation Improvement (CDI) TEAM invites you to attend a pre-recorded webinar that will cover risk adjustment, coding, documentation and best practices to promote quality documentation, accurate coding and regulatory compliance. Learn more about: Risk Adjustment Documentation and Coding.

Each webinar includes an overview of Risk Adjustment (RA) and Hierarchical Condition Categories (HCCs). To register, please click on the link next to the webinar you would like to attend.

Coding for Vascular Conditions	
Aug 6 @ 9am (EST)	https://centene.zoom.us/meeting/register/tJlkcOCorzWqGdPP32uG8xNiyROMkNJ1O-ai
Aug 8 @ 3pm (EST)	https://centene.zoom.us/meeting/register/tJcofu-uqDotGN2gEfZb-schgd8n4i89SGtr
Aug 12 @ 12noon (EST)	https://centene.zoom.us/meeting/register/tJcrd-upqzKqGtfa6DwJ-PbVH6UyU1KTu2zZ
Aug 16 @ 9am (EST)	https://centene.zoom.us/meeting/register/tJwlf--sqD8sGtEbe7E1_ct6sHJ8WKzYhyHP
Aug 20 @ 3pm (EST)	https://centene.zoom.us/meeting/register/tJcuc-GgrzwrH9e1WNp1h1kyEFD0dE0iORpd
Aug 21 @ 12noon (EST)	https://centene.zoom.us/meeting/register/tJAqcO6qrD8oG9ZaZZgkgT1a6qR0kuOtGMPx
Aug 26 @ 4pm (EST)	https://centene.zoom.us/meeting/register/tJUudOyggjltHddNrOXgIXKGg-ML00lMBaxl
Oct 24 @ 9am (EST)	https://centene.zoom.us/meeting/register/tJlrc2upjwpHd3qJLAPXwUSOp2kEwKLW_bp
Annual Wellness Visit	
Aug 14 @ 6pm (EST)	https://centene.zoom.us/meeting/register/tJUlcu2tqDlRH9ZQMIeuzlnY7DZY41pW06oF
Sept 4 @ 9am (EST)	https://centene.zoom.us/meeting/register/tJwtecmrQz0vGtCkodwRh6nkSwDq5JBTUPJB
Oct 3 @ 11am (EST)	https://centene.zoom.us/meeting/register/tJwrc-yrrDooHNEcyVMC1A85JCbc46ZaYSYi
Risk Adjustment and Quality - HEDIS Documentation Best Practices	
Aug 29 @ 9am (EST)	https://centene.zoom.us/meeting/register/tJAsd--vpj8oGdbvH5lX3y3vB6oZGy7zXwKA
Sept 30 @ 4pm (EST)	https://centene.zoom.us/meeting/register/tJcsce-rrz0iHtywyr6NFKpKbPKgsHnHYkX6
Oct 16 @ 12noon (EST)	https://centene.zoom.us/meeting/register/tJMsc-ipqzlrG9x7VMjdNR0YRVq-7vhznZIO
Navigating Neoplasm Coding	
Oct 1 @ 9am (EST)	https://centene.zoom.us/meeting/register/tJMrc-CgqT4iHNNHkLLQLCTAT7cQSnUYeWKVw
Oct 17 @ 3pm (EST)	https://centene.zoom.us/meeting/register/tJUlf-CsrjMrG9HSH3ncYtxgr27MxVEZn_gD
Oct 22 @ 12noon (EST)	https://centene.zoom.us/meeting/register/tJMof--oqT4rH9dbnixkgBK0y5_aiXmu-8YG
Acute Conditions: The Impact on Risk Adjustment	
Oct 7 @ 12noon (EST)	https://centene.zoom.us/meeting/register/tJMod-mrrzlrHNQ_0fhHBNveMNIQPjcodp2U
Oct 9 @ 5pm (EST)	https://centene.zoom.us/meeting/register/tJYtc--qpzsvEtF4_K_0YwpCgT3tYFASmmeh

The increase in MB on the portal for claims - In response to Provider feedback, NH Healthy Families is pleased to report the NH Healthy Families/Ambetter Secure Provider Portal Dispute functionalities (i.e. claim reconsiderations, appeals, etc) file attachment size has been restored to 25MB.

Who providers should contact when they find a Find-A-Provider inaccuracy - NH_ProviderNetworkOperations@CENTENE.COM



Preventative care with regular health checkups is beneficial to your patients.

Consider developing a personalized prevention plan to help them on their healthcare journey.

Ambetter members can be seen at least once per calendar year for preventative care exams.

Note: Healthy infants should be seen by their doctor often during the first year of life.

	Exam Components	Some topics to cover during the exam
Age 0-2 (preventive care at: 2-3 days after coming home and then: 1 month old 2 months old 4 months old 6 months old 9 months old)	<ul style="list-style-type: none"> ■ Measure head circumference ■ Length/height, weight, BMI ■ Age-appropriate exam 	<ul style="list-style-type: none"> ✓ Development progress ✓ Newborn screenings ✓ Hearing issues ✓ Vision Problems ✓ Labs/tests and screenings as applicable ✓ Immunizations as applicable
Age 3-10	<ul style="list-style-type: none"> ■ Annual Exam ■ Height, weight, BMI ■ Blood pressure ■ Age-appropriate exam and history ■ Dental, vision and hearing screenings ■ Medication Reconciliation 	<ul style="list-style-type: none"> ✓ Dental Care ✓ Obesity ✓ Development/Behavioral screening ✓ Labs/tests and screenings as applicable ✓ Immunizations as applicable
Age 11-19	<ul style="list-style-type: none"> ■ Annual Exam ■ Height, weight, BMI ■ Blood pressure ■ Age-appropriate exam and history ■ Dental, vision and hearing screenings ■ Obesity Screening ■ Medication Reconciliation 	<ul style="list-style-type: none"> ✓ Diet and physical activity ✓ Domestic violence/abuse screening ✓ Anxiety/Depression screening ✓ Alcohol, Tobacco and drug use ✓ Sexual Health (contraception and STDs) ✓ Labs/tests and screenings as applicable ✓ Immunizations as applicable
Age 20-49	<ul style="list-style-type: none"> ■ Annual Exam ■ Height, weight, BMI, ■ Blood pressure/Hypertension Screening ■ Cardiovascular screening ■ Cancer Screenings (skin, colon, breast, cervical etc.) ■ Diabetes Screening ■ Obesity Screening ■ Medication Reconciliation 	<ul style="list-style-type: none"> ✓ Diet and physical activity ✓ Domestic violence/abuse screening ✓ Anxiety/Depression screening ✓ Alcohol, Tobacco and drug use ✓ Gynecological health referral ✓ Sexual Health (contraception and STDs) ✓ Labs/tests and screenings as applicable ✓ Immunizations as applicable



50 and older	<ul style="list-style-type: none"> ▪ Annual Exam ▪ Height, weight, BMI, ▪ Blood pressure/Hypertension Screening ▪ Cardiovascular screening ▪ Cancer Screenings (skin, colon, breast, etc.) ▪ Diabetes Screening ▪ Lung Cancer Screening ▪ Obesity Screening ▪ Urinary incontinence ▪ Medication Reconciliation 	<ul style="list-style-type: none"> ✓ Advanced Care Planning ✓ Anxiety/Cognitive/Depression screening ✓ Alcohol, Tobacco and drug use ✓ Diet and physical activity ✓ Domestic violence/abuse screening ✓ Fall/Balance/Activities of daily living risks ✓ Sexual Health (contraception and STDs) ✓ Refer/order preventive Labs/tests and screenings as applicable ✓ Immunizations as applicable ✓ Gynecological health referral
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When evaluating members and establishing the presence of a diagnosis, remember to put the M.E.A.T. (Monitoring, Evaluating, Assessing/Addressing, & Treating) in your documentation.

Monitoring	Evaluating	Assessing/Addressing	Treating
▪ Signs	▪ Test Results	▪ Ordering Tests	▪ Medications
▪ Symptoms	▪ Medication Effectiveness	▪ Discussion	▪ Therapies
▪ Disease Progression	▪ Response to Treatment	▪ Review Records	▪ Other Modalities
▪ Disease Regression		▪ Counseling	▪ Referrals to Specialists
		▪ Planning	▪ Disease Management Program
			▪ Testing

TIPS to ensure healthy outcomes:

- ✓ Always share tests and screenings results with members and how they can assess them via a patient portal
- ✓ Be sure to submit all applicable conditions via IDC 10 codes Leverage CPT Category II codes to ensure outcomes to reduce chart collection events

Consumer Assessment of Healthcare Providers and Systems CAHPS®

Your Success is Our Success: CMS or NCQA may ask your patients how you rate in the annual Consumer Assessment of Healthcare Providers and Systems CAHPS® survey. Our goal is to partner with our providers to serve your patients with the best healthcare possible. Improving your patient’s experience during their office visit has been proven to improve healthcare outcomes and increase patient compliance with treatment plans.



Ensure your patient’s satisfaction:

- See patient within 15 minutes;
- write prescriptions for medications on formulary;
- share test results as soon as you get them;
- help coordinate and manage care to other health services;
- and refer patients to network specialists.

Ambetter.NHhealthyfamilies.com

Vaccines for Children Program

NH Healthy Families complies with guidance from DHHS and CMS regarding the Vaccines for Children program. This program requires children 18 years and younger to receive vaccinations and administration of vaccinations through medical providers enrolled in the Vaccines for Children program. For more information visit the [CDC website](#).



Appointment Accessibility Standards

NH Healthy Families follows the [accessibility requirements](#) set forth by applicable regulatory and accrediting agencies. NH Healthy Families monitors compliance with these standards on an annual basis through a Provider Survey. It is the expectation that all providers will comply with the survey request. We will use the results of appointment standards monitoring to ensure adequate appointment availability, and reduce unnecessary emergency room utilization.



UPDATE Corner



Call NH Healthy Families Provider Services at **1-866-769-3085** if you have any questions or concerns about these changes.



Pharmacy Updates:

Visit NHhealthyfamilies.com for the latest changes to our Pharmaceutical Policies and Formulary that may affect your patients.

If you have any questions, call Provider Services at **1-866-769-3085** and ask for the Pharmacy team.



Provider Updates:

You can find the complete list of Provider Update Notifications at NHhealthyfamilies.com under "Provider News"

- [New England College Receives Combined \\$550,000 Grant from NH Healthy Families and Centene Foundation](#)
- [Internal Diagnosis-Related Group \(DRG\) Audit](#)
- [Clinical Practice Guidelines – Children with Special Needs Survey](#)

Thank you for your continued support of our members and being a partner in our network.

NH Healthy Families PROVIDER SERVICES: **1-866-769-3085**, Monday to Friday 8 a.m. to 5 p.m.
Ambetter from NH Healthy Families: **1-844-265-1278**

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