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### FEEDBACK WANTED: IPA SATISFACTION SURVEY IN PROGRESS



On Monday, November 1 a brief satisfaction survey was sent via email to each practice. Please take a few moments to let us know how effectively we are supporting your practice, as well as what additional hep your team needs. The email is from Monroe Plan for Medical Care < <u>invites@mailer.surveygizmo.com</u>>. Your insights will help us tailor services that meet your needs. Thank you in advance for your feedback!

### **MONROE PLAN'S PROVIDER PORTAL SAVES TIME – Register Today!**

Monroe Plan for Medical Care's Provider Portal centralizes essential tools & forms in one place!

\*Submit Roster Updates \* Access Demographic, Credentialing & Administrative Forms

\* Utilize Coding Tip Sheets \* Find Training Tools, Resources and more!

To register, go to <a href="https://monroeplan.healthtrioconnect.com">https://monroeplan.healthtrioconnect.com</a>.



### NOVEMBER 14TH IS NATIONAL DIABETES AWARENESS DAY



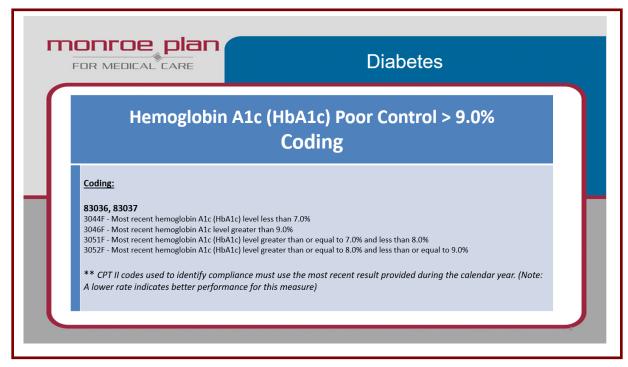
1 in 5 Americans have Diabetes but do not know it yet. The USPSTF recommends screening for prediabetes and type 2 diabetes in adults aged 35 to 70 years who are overweight or obese. Clinicians should offer or refer patients with prediabetes to effective preventive interventions.

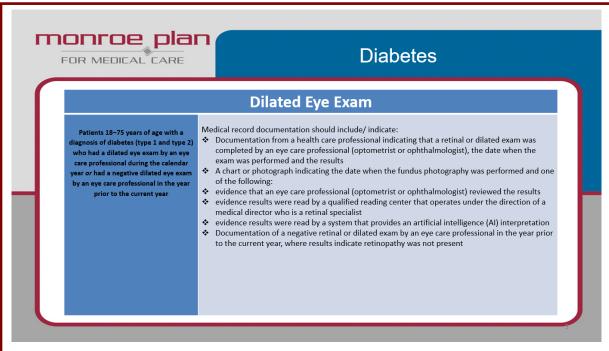
Please ensure that your patients with the diagnosis of Diabetes have their yearly testing completed including Hba1c testing, Dilated Retinal Exam, Blood Pressure and Flu/COVID Vaccinations.



### DIABETES CODING TIPS

Be sure your practice gets full credit for Diabetes related visits by following the coding tips below!





If you'd like a list of patients who are missing their exams or guidance on coding, contact Stolbert@monroeplan.com.



### **ACCESS AND AVAILABILITY**

Primary Care Providers (PCPs) (Family Practice, Internal Medicine, Obstetrics/Gynecology (OB/GYN), Pediatricians), and Behavioral Health Providers who contract with Medicaid Managed Care Plans must meet specific appointment and availability standards to ensure that enrolled Medicaid members have appropriate access to necessary health care. New York State routinely completes surveillance activities to evaluate compliance with the following appointment availability standards, (Medicaid Model Contract 15.2, Appointment Availability Standards):

NYSDOH Appointment Standards	
Type of Visit	Required Timeframe
Urgent care visit	Within 24 Hours
Non-urgent sick visits	Within 3 days
Routine, preventive care visit	Within 4 weeks
First pre-natal visit	Within 3 weeks during 1st trimester (2 weeks during 2nd, 1 week during 3rd)
First newborn visit	Within 2 weeks of hospital discharge
First family planning visit	Within 2 weeks
Follow-up visit after mental health/substance abuse ER or inpatient visit	Within 5 days
Non-urgent mental health or substance abuse visit	Within 2 weeks
Adult baseline and routine physicals visit	Within 12 weeks

NYSDOH Appointment Standards for Behavioral Health Services		
Type of Visit	Required Timeframe	
Behavioral Health Specialist Referral Non-Urgent	Within 24 Hours	
For Continuing Day Treatment, Intensive Psychiatric Rehabilitation, Treatment programs and Rehabilitation services for residential Substance Use Disorder treatment services	Within 2 to 4 weeks of request	
For PROS programs other than clinic services	Within 2 weeks of request	
Non-urgent mental health or Substance Use Disorder visits with a Participating Provider that is a Mental Health and/or Substance Use Disorder Outpatient Clinic, including a PROS clinic	Within 1 week of request	
Provider visits to make health, mental health, and substance abuse assessments for the purpose of making recommendations regarding a recipient's ability to perform work when requested by a LDSS	Within 10 days of request by an MMC Enrollee	



### **NEARING THE QUALITY FINISH LINE**

Please remember that Molina provides your patients with incentive dollars when they engage in preventative health screenings. This is a great way to encourage reluctant patients to engage.

### **How it Works**

- 1. Molina mails qualified members a post card reminder to schedule their appointments.
- 2. Members and/or providers fill out the post card.
- 3. Drop the completed postage paid card in the mail.
- 4. Member reward arrives in 3-6 weeks.

Note: Members who do not receive a post card, should reach out to MHNYQuality@MolinaHealthcare.com.

Members who complete the following screenings and exams can earn a \$25 WALMART GIFT CARD:

#### Adulte

Adult Well Visits Ages 19 - 64

Breast Cancer Screening (Ages 40+)

Cervical Cancer Screening (Ages 21-64) discuss testing with your provider

Colorectal Cancer Screening (Ages 50-75)

Diabetes (BOTH tests combined: HbA1c and Eye Exam)

Prenatal (1 visit within the first trimester)

Postpartum (visit 7 to 84 days after birth)

