

Provider Newsletter
February 2021

MONROE PLAN'S PROVIDER PORTAL IS LIVE
REGISTER TODAY!



We are excited to announce that the Monroe Plan for Medical Care Provider Portal is now live! The portal centralizes essential tools and forms in one place! Future enhancements include quality and cost reports. Use the portal now to:

- ✓ Submit Roster Updates
- ✓ Access Demographic, Credentialing and Administrative Forms
- ✓ Utilize Coding Tip Sheets
- ✓ Find Training Tools, Resources and more!

To register, go to <https://monroeplan.healthtrioconnect.com>.

FEBRUARY IS AMERICAN HEART MONTH



1 in 4 deaths are caused by heart disease, making it the leading cause of death for men and women in the United States. Luckily, heart disease can often be prevented through a healthy lifestyle and correct management of health conditions. American Heart Month makes a difference through spreading awareness about strategies for preventing heart disease and encouraging people to live heart healthy lives.

Have a heart-to-heart talk with your patients about:

- High Blood Pressure* *Tip: Retake if Results are High*
- Obesity Pediatric Weight Assessment and Counseling for Nutrition and Physical Activity*
- Blood Cholesterol
- Smoking Cessation
- Activity
- Mental Health Support

**HEDIS Quality Measures*

Learn how Monroe Plan's Quality Team can assist your practice in addressing the health and wellness of your patients. Contact Samantha Tolbert, Manager, Clinical Performance @ stolbert@monroeplan.com.

FOCUS ON INNOVATION



WE APPRECIATE
YOUR FEEDBACK
THANK YOU!

Monroe Plan for Medical Care engaged our value-based practices in a survey related to understanding the barriers providers encounter in the management of patients with diabetes. We thank all of you that participated! The WINNER of breakfast for your practice for the participants was **Southern Tier Community Health Center!**

Based on your feedback we are exploring several innovative interventions to address the challenge of caring for patients with diabetes. More information to come! Please keep your eyes open for additional opportunities to contribute to the development of provider support programs. Your opinion is valuable!

COVID-19 UPDATES LAB AND VACCINATION CODES

For an updated list of COVID-19 related codes, visit the Billing Section of Molina Healthcare's [COVID-19 page](#). This resource includes codes for vaccination, testing, specimen collection and monoclonal antibody infusions. Contact the Provider Relations Team at MHNYProviderServices@molinahealthcare.com with any questions or visit the following New York State web pages for more information:

- ✓ [NYS COVID-19 Medicaid Guidance](#)
- ✓ [NYS COVID-19 Monoclonal Antibodies](#)
- ✓ [NYS COVID-19 Specimen Collection Guidance](#)

Reminder: Updated Utilization Review and Emergency Admission Notification Requirements

On December 23, 2020, the Department of Financial Services advised that the following utilization review and notification requirements be suspended for at least 60 days from the date of advisement:



- ✓ Urgent or non-elective inpatient surgeries
- ✓ Inpatient admissions to hospitals
- ✓ Transfers between hospitals
- ✓ Inpatient Rehabilitation Services following an inpatient stay
- ✓ Inpatient Mental Health Services

Detailed information can be found on the [Department of Financial Services Website](#). Providers may also reach out to Molina provider network managers or email the Provider Network Management Department at MHNYproviderservices@molinahealthcare.com with additional questions or concerns.

MHNY PARTNERS WITH MCG HEALTH, LLC



Molina Healthcare of New York, Inc. (MHNY) is happy to announce a new partnership with MCG Health, LLC; **effective February 1, 2021**. MCG Health's clinical criteria tool specializes in informed clinical guidance for value-based care. This exciting new opportunity gives providers access to MCG Care Guidelines. These guidelines provide fast access to evidence-based best practices across the continuum of care, supporting clinical decision-making and documentation.

MCG offers clinical guidelines that include but are not limited to:

- Inpatient & Surgical Care
- General Recovery Care
- Multiple Condition Management
- Behavioral Health Care
- Ambulatory Care
- Home Care
- Recovery Facility Care
- Collaborative Care

The adoption of these new guidelines will not affect your process for notifying Molina Healthcare of admissions or for seeking prior authorization approval. If you wish to learn more about MCG, visit www.mcg.com or call (888)464-4746.

CHART COLLECTION BEGINS IN FEBRUARY

Molina Healthcare uses the Healthcare Effectiveness Data and Information Set (HEDIS[®]) tool and Risk Adjustment (RA) every year for quality reporting. This is done by looking at the type of care and services provided to members in the Healthcare Plan. Along with more than 90% of American health plans, Molina Healthcare uses HEDIS[®] results to track quality performance from year to year and to identify opportunities for improvement. HEDIS charts are identified and collected the first two quarters of each year. Risk Adjustment (RA) is a form of predictive modeling to assess the relative risk that a patient will incur medical expenses above or below the average over a defined time; charts may be collected throughout the year. The provider offices may be contacted to submit specific medical records for review, this is an integral part of the HEDIS[®] data / RA collection process. RA and HEDIS[®] data are collected in compliance with the Health Insurance Portability and Accountability Act (HIPAA).

CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (CAHPS[®])

Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) is an industry standard survey tool used to evaluate patient satisfaction. Improving patient satisfaction has many benefits. It not only helps to increase patient retention but can also help increase compliance with physician recommendations and improve patient outcomes.

Focusing together on a positive patient experience will have many important benefits to your practice:

- Increase patient retention

- Increase compliance with physician clinical recommendations
- Improve patient’s overall wellness and health outcomes
- Ensure preventive care needs are addressed more timely
- Reduce no show rates

Providers can access the Molina Provider Web Portal at www.MolinaHealthcare.com to obtain CAHPS® Tip Sheets. Please encourage your patients who have received the CAHPS® survey to participate.

Listed below are several questions asked in the survey regarding patient care:

- When you needed care right away, how often did you get care as soon as you needed?
- When you made an appointment for a check-up or routine care at a doctor’s office or clinic, how often did you get an appointment as soon as you needed?
- How often was it easy to get the care, tests treatment you needed?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor spend enough time with you?
- How often did your personal doctor explain things in a way that was easy for you to understand?
- How often did you and your personal doctor talk about all the prescription medicines you were taking?
- How would you rate your personal doctor?

February is National Children’s Dental Health Month

February is National Children’s Dental Month. It is a good time to remind parents and children of how important dental health is to overall health and wellbeing. Tips to share on how to have a healthy smile:



- Brush 2x a day for 2-3 minutes
- Floss between your teeth daily
- Snack on healthy foods like fruits, vegetables, and whole grains
- Drink plenty of water, limit soda and other sugary drinks
- Visit the Dentist 2x a year for a checkup and cleaning.

Did you know?

“Tooth Decay is the most common childhood disease and is five times more common than asthma.” – **CDC**
 “On average, elementary children will miss 6 school days per year. Half of these are due to dental health issues.”
 –**Colgate**