

# Network Connection

Information for Presbyterian  
Healthcare Professionals,  
Providers and Staff



MARCH 2020

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## Update to Presbyterian’s Coverage of Continuous Glucose Monitors and Supplies

Presbyterian promotes the use of medical equipment that can help improve the health of members and patients with diabetes. Glucose monitoring is an important part of diabetes care and can help members and patients manage their blood glucose levels at all times. Continuous glucose monitors (CGM) can be a helpful tool for those who need to continuously monitor their blood glucose levels.

To serve members and patients more effectively, Presbyterian has changed its coverage of CGM and supplies. Effective Jan. 1, 2020, all CGM and supplies are now covered through the pharmacy benefit and are no longer covered under the durable medical equipment (DME) benefit. Presbyterian made this change to benefit members and patients in the following ways:

- The CGM industry is moving newer devices (e.g., FreeStyle, Libre and Dexcom G6) to retail pharmacy distribution only.
- Members have the option to pick up their prescription at the retail pharmacy or have their prescription delivered to their preferred address. This will eliminate the waiting period for delivery through the DME vendor.

For members with cost share, the change to pharmacy benefit will result in less expensive services for both the member and the plan in most situations. Members with Presbyterian pharmacy benefits will also be placed on the preferred brand tier.

Please note that a prior authorization is required for coverage of CGM and supplies. Thank you for partnering with Presbyterian to improve the health of the patients, members and communities we serve.

## New Standard Prior Authorization Form

Presbyterian's regulators require providers to submit a prior authorization (PA) request for specialized services and/or prescription drugs before rendering services to patients and members. PAs help ensure that patients and members receive the appropriate amount of medically necessary care in the right setting for the insurance plan in which they are enrolled.

In an effort to reduce administrative burden, the New Mexico Office of Superintendent of Insurance (OSI) developed a new PA form that will standardize and streamline the PA process. Presbyterian's regulators will also require providers to use the new PA form for commercial and self-funded in addition to Medicaid lines of business.

The new PA form meets guidelines

set by OSI under the Prior Authorization Act. It is intended to streamline the process for non-emergency medical care and pharmaceutical or related benefits. The new PA form also includes the appropriate fax numbers for a variety of services (e.g., pharmacy, behavioral health, physical health, etc.).

Providers can download the new PA form or complete and submit a prior authorization request online at the following link: <https://www.phs.org/providers/authorizations/Pages/default.aspx>.

For questions or assistance, providers can contact their Provider Network Operations relationship executive. Providers can find his or her contact information at [www.phs.org/ContactGuide](http://www.phs.org/ContactGuide).

## 2020 Dual Plus Training Is Available

Presbyterian Dual Plus is an HMO Special Needs Plan (HMO D-SNP) for individuals who are eligible for both Medicare and full and partial Medicaid benefits. It is designed to meet the medical, behavioral and long-term care needs of eligible members.

Contracted providers who render services to Presbyterian Dual Plus members are required to complete Dual Plus training annually. The training for 2020 is now available to providers. The self-guided, online training module is available on the Presbyterian website at the following link: [phppn.org](http://phppn.org).

The training takes about 30 minutes to complete and requires providers to attest upon completion. Please note that office staff cannot complete the training on behalf of the provider. We are asking providers to complete Dual Plus training as soon as possible.

## Save the Date: Provider Education Conference and Webinar Series

### 2020 **PRESBYTERIAN** Provider Education Conference & Webinar Series

Presbyterian's 2020 annual Provider Education Conference and Webinar Series includes in-person conferences and live webinars that feature an interactive platform providers can use to ask questions and receive feedback.

As a reminder, these education events are for all contracted healthcare professionals, providers and staff, including physical health, behavioral health and long-term care providers. Providers only need to attend one training event annually.

If you have questions about the scheduled training events, please contact your Provider Network Operations relationship executive. You can find his or her contact information at [www.phs.org/ContactGuide](http://www.phs.org/ContactGuide).

Please join us for one of the training events below.

In-person Conferences	Webinars
Albuquerque Rev. Hugh Cooper Center Sept. 3, 9 a.m. – noon	Wednesday, March 25, 9 – 11 a.m.
Las Cruces Morning Session TBD	Thursday, March 26, 12 – 2 p.m.
Las Cruces Afternoon Session TBD	Wednesday, June 24, 9 – 11 a.m.
Farmington TBD	Thursday, June 25, 12 – 2 p.m.
El Paso TBD	Wednesday, Dec. 16, 9 – 11 a.m.
	Thursday, Dec. 17, 12 – 2 p.m.

Providers can register online at <https://phs.swoogo.com/2020PEC>

## Children’s HEDIS Measures for 2020

Presbyterian is dedicated to improving quality of care and health outcomes for children. To help ensure that we deliver the best care for children, Presbyterian follows the National Committee for Quality Assurance’s (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS) measures.

As part of the ongoing effort to improve care for children, NCQA has added new measures for the 2020 measurement year. These measures encompass preventive screenings and proper medication guidelines. Below are categories and measurements for the children’s HEDIS measures for 2020.



Categories	Measures
<b>Effectiveness of Care</b>	<ul style="list-style-type: none"> <li>• Weight Assessment and Counseling for Nutrition and Physical Activity for Children/ Adolescents (WCC)</li> <li>• Childhood Immunizations (CIS)</li> <li>• Immunizations for Adolescents (IMA)</li> <li>• Lead Screening in Children (LSC)</li> <li>• Appropriate Testing for Pharyngitis</li> <li>• Medication Management for People with Asthma and Asthma Medication Ratio (MMA)</li> <li>• Follow-up Care for Children Prescribed ADHD Medication (ADD)</li> <li>• Use of Multiple Concurrent Antipsychotics in Children and Adolescents (APC)</li> <li>• Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)</li> <li>• Appropriate Treatment for Upper Respiratory Infection (URI)</li> <li>• Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis (AAB)</li> </ul>
<b>Access/ Availability of Care</b>	<ul style="list-style-type: none"> <li>• Children and Adolescents’ Access to Primary Care Practitioners (CAP)</li> <li>• Annual Dental Visit (ADV)</li> </ul>
<b>Experience of Care</b>	<ul style="list-style-type: none"> <li>• Children with Chronic Conditions (CCC)</li> </ul>
<b>Utilization of Care</b>	<ul style="list-style-type: none"> <li>• Well-Child Visits in the First 15 Months of Life (W15)</li> <li>• Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)</li> <li>• Adolescent Well-Care Visits (AWC)</li> </ul>



For more information on the 2020 children’s HEDIS measures and technical resources, please visit [www.ncqa.org/hedis/measures](http://www.ncqa.org/hedis/measures).

## Centennial Care Baby Benefits Program

Prenatal and postpartum care are important for members to remain healthy throughout pre-pregnancy, pregnancy, labor and delivery, and the weeks that follow birth. To ensure Centennial Care members attend regular appointments and receive the care they need, Presbyterian offers a variety of services and incentives through its Centennial Care Baby Benefits program.

The Baby Benefits program is intended to help Centennial Care members enjoy and understand every aspect of their pregnancy. It promotes early and regular prenatal care, identifies member needs and obstacles, and provides a tiered incentive approach for completing recommended visits and screenings.

Members are eligible to receive gift cards for completing required visits. The gift cards are intended to help expectant members with expenses related to pregnancy, postpartum care and baby-related supplies.

Members must complete the visits as outlined below to receive each gift card.

- First prenatal visit during the first trimester - \$25 gift card.
- At least 10 regular prenatal visits or at least 80% of recommended visits - \$75 gift card.
- Postpartum visit within six weeks after delivery - \$50 gift card.

We encourage providers to recommend the Baby Benefits program to expectant Centennial Care members. Members can enroll in one of the following ways:

- Online: [www.phs.org/CentennialCare/BabyBenefits](http://www.phs.org/CentennialCare/BabyBenefits)
- Email: [Performancelmp@phs.org](mailto:Performancelmp@phs.org)
- Phone: (505) 923-5017 or toll-free 1-866-634-2617

We want to thank providers for helping Centennial Care members maintain good health throughout pregnancy and postpartum care.



 **PRESBYTERIAN**  
Centennial Care



## Presbyterian Offers Incentives to Providers Who Close Gaps in Care

One of Presbyterian's most important goals is to improve access to the quality healthcare services we offer patients and members. To ensure that we are delivering the best healthcare possible, Presbyterian follows health standards set by the National Committee for Quality Assurance Healthcare Effectiveness Data and Information Set (NCQA HEDIS).

We would like to remind providers that Presbyterian rewards providers for their work to ensure members receive recommended care based on NCQA HEDIS measures.

When a member or patient is missing recommended screenings or services that are considered necessary by NCQA HEDIS, this is known as a gap in care. Presbyterian offers performance incentives to providers based on the percentage of gaps in care they close. We also offer incentives through a variety of programs.

To help providers close gaps in care and receive performance incentives, Presbyterian generates a gaps-in-care list that contains members and patients who need one of the following services:

- Recommended screening(s).
- Preventive screening(s).
- Recommended interventions.
- Medication(s) for chronic conditions.

For more information about the pay-for-performance program or to opt in to or receive more information about the gaps-in-care list, please contact the Performance Improvement Department by phone at (505) 923-5017 or by email at [performanceimp@phs.org](mailto:performanceimp@phs.org).

## Indian Health Services and Tribal Provider Conversations

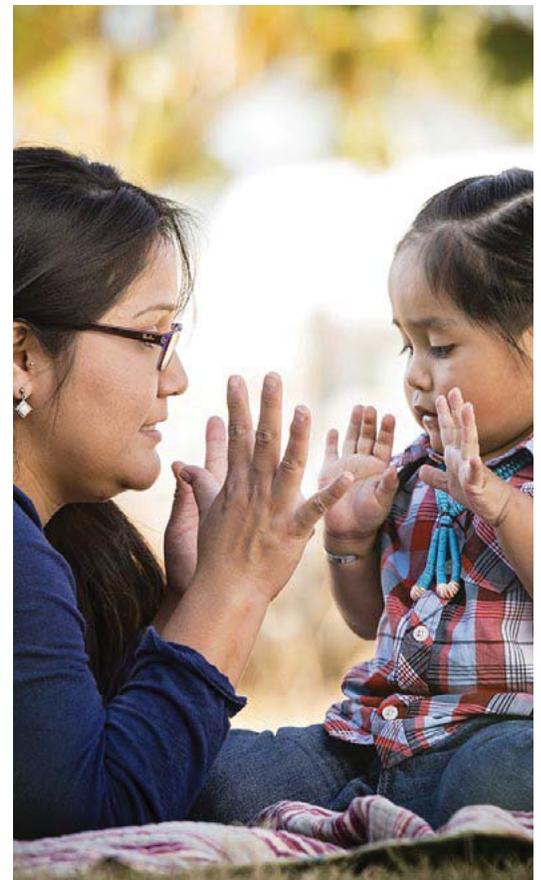
In an effort to engage and support network providers, Presbyterian hosts a series of quarterly conversations for Indian Health Services and Tribal providers. Presbyterian will host four webinar sessions each quarter throughout 2020. Please see training dates below.

Quarter	Date	Time
First	Thursday, March 26	11 a.m. – 12:30 p.m.
Second	Thursday, June 25	1 – 2:30 p.m.
Third	Thursday, Sept. 24	10 – 11:30 a.m.
Fourth	Thursday, Dec. 17	1:30 – 3 p.m.

Providers can register online at <https://phs.swoogo.com/IHS2020>. Participation is limited to 25 call-in lines per session. This helps us engage each provider and receive valuable feedback. We also dedicate time for questions and answers.

If you would like to have multiple staff members participate, please only use one phone to call in and participate as a group. If you have questions, please contact Provider Network Operations' Indian Health Services Relationship Operations Team using the following information:

- Phone: (505) 923-8289
- Email: [lallison3@phs.org](mailto:lallison3@phs.org)



## Working Together to Develop a Member's Care Plan

Presbyterian's Care Coordination department is committed to serving the needs of patients and members, and to collectively taking responsibility for their care, including development and execution of the care plan. When a member is referred to Care Coordination, we begin the development of an individualized care plan that is member-centric and addresses issues and needs identified in the comprehensive needs assessment (CNA).

This customized plan allows members to understand which services are available to them and creates a foundation for discussions about their health between members and their caregivers, care coordinator and providers. The assigned care coordinator will work with the member, designated family members, caregivers, authorized representatives, primary care provider (PCP) and specialists to ensure the care plan is executed properly. As an important part of the care plan development process, we ask for input from anyone involved in the member's care team.

We appreciate providers taking the time to share information they believe would be beneficial in the care of our patients and members. Provider input is invaluable to the care plan development process, as it ensures we are meeting the goal of a holistic approach to each member's health and well-being.

If you would like to connect with a member's care coordinator, please contact the Presbyterian Care Coordination department at 1-866-672-1242 or (505) 923-8858.



# PRESBYTERIAN WORD SEARCH

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C M W A Z A R W T B U Y I M E G C S W O  
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Authorization  
Children  
Health  
Member  
Tribal

Baby  
Effectiveness  
Indian  
Monitors  
Utilization

Benefits  
Glucose  
Measures  
Prior



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## TALK TO US

Send your questions or comments to Presbyterian's  
Provider Network Operations department:



EMAIL:  
providercomm@phs.org



PHONE:  
(505) 923-5757



MAIL:  
PO Box 27489  
Albuquerque, NM 87125-7489  
Attn: Provider Network Operations

## Let Us Know Your Thoughts

### Readership Survey

We appreciate receiving your feedback. Please use the link below to let us know how you think we can improve our newsletter and what you would like to read about in future issues. Each person who fills out our short survey at the link below will be entered into a drawing to win a prize.

<https://www.surveymonkey.com/r/PHPnewsletter>