

# Network Connection

Information for Presbyterian  
Healthcare Professionals,  
Providers and Staff



MAY 2018

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## The Provider Directory Is a Valuable Tool for Members and Providers

The online provider directory is one of the most important tools available to navigate Presbyterian’s network of providers. Both established and prospective members use the provider directory to search for a provider and make informed decisions about their healthcare. Providers also use the directory to refer members to other in-network providers for specialty care or follow-up appointments.

In order for the online provider directory to be an accurate tool, we need help from providers to ensure their profiles and demographic information are as up to date as possible. The easiest way to verify and make any needed updates is to log on to myPRES provider portal at [www.phs.org/mypres](http://www.phs.org/mypres) and use the Real-Time Updates platform.

Providers who actively use the Real-Time Updates platform to update

their information will receive fewer calls from Presbyterian’s Provider Network Management department to verify their demographic information.

Access to the platform is based on whether the provider is registered as an individual provider, a provider group or a facility. If providers are unsure of their provider type, they should send an email to [providerdemo@phs.org](mailto:providerdemo@phs.org) for verification. Please note that providers who are listed as groups or facilities must delegate a staff member to make updates on their behalf.

For directions on how to use the platform or how to select a delegate, please refer to the frequently asked questions at [www.phs.org/DirectoryUpdate](http://www.phs.org/DirectoryUpdate), or watch the how-to video at <https://bcove.video/2r29jVW>.

*Presbyterian exists to improve  
the health of the patients, members  
and communities we serve.*

## Refer All Laboratory Services to TriCore Reference Laboratories

While Presbyterian's network of contracted providers is designed to ensure members have access to affordable healthcare, we need help from providers to keep their costs as low as possible. Our members pay less and receive greater benefits when they are referred to in-network providers. The use of out-of-network providers, including laboratory providers, can cause members to pay more out of pocket. For this reason, we want to remind providers that TriCore Reference Laboratories (TriCore) is Presbyterian's exclusive lab in New Mexico.

Furthermore, providers are contractually obligated to refer all laboratory services, including genetic and genomic testing, to TriCore. To ensure our members receive the right care in the most cost-effective setting, Presbyterian closely monitors orders to out-of-network lab providers. The continued use of out-of-

network providers will result in corrective action, up to and including termination from the network. The only exception to referring to TriCore is for laboratory tests that are covered under the In-office Laboratory List and performed in the provider's office. Laboratory procedures performed in office must be performed according to the provider's Clinical Laboratory Improvement Amendments (CLIA) certification level.

Please note that all genetic and genomic testing requires a prior authorization. Prior authorization information can be obtained by calling (505) 923-5757 or 1-888-923-5757 (option 4), Monday through Friday, 8 a.m. to 5 p.m. To obtain a prior authorization, please use the form at [www.phs.org/providers/authorizations](http://www.phs.org/providers/authorizations).

To find a TriCore location near your office, visit <http://www.tricore.org/locations>.

### Lab Specimen Pick-up and Transportation Services

TriCore offers convenient lab specimen pick-up and transportation services. To utilize these services, please contact the TriCore Sales Support team by calling toll-free at 1-800-245-3296, ext. 8244. The TriCore Sales Support team can answer any questions you may have and assist you with everything you need to get started, including initial account setup and courier services.



## Join Us for Our Upcoming Events

Presbyterian offers events and classes to improve the health of members throughout the state. We design these events to provide members convenient and cost-effective access to medical services. These events may include preventive services, screenings, tests and education for certain diseases like diabetes.

Providers can help improve members' health by encouraging them to attend events that are most appropriate for them. We will host health screening events for members this summer. Please see below for specific details.

**Dates:** May 24 and 25, June 22, and July 26 and 27

**Description:** This event offers Medicare and Commercial members mammograms to screen for breast cancer as well as the following health screenings for diabetes management:

- A1C testing
- Retinal eye examinations
- Nephropathy screenings (urine protein tests)

**Location:**

Presbyterian HealthPlex  
6301 Forest Hills Drive NE  
Albuquerque, NM 87109

**Questions:** Contact  
(505) 923-5017

For a list of all the upcoming events, providers can visit [www.phs.org/events](http://www.phs.org/events).

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

Presbyterian's 2018 annual Provider Education Conference and Webinar Series includes in-person conferences held in Albuquerque and Las Cruces, and live webinars that feature an interactive platform where providers can ask questions and receive feedback. Please join us for one of the following training events:

In-person Conferences	Live Webinars
Albuquerque, Rev. Hugh Cooper Center Thursday, Oct. 11, 9 - 11 a.m.	Tuesday, June 19, 9 - 11 a.m.
Las Cruces, Memorial Medical Center Wednesday, Oct. 24, 9:30 - 11:30 a.m.	Thursday, June 21, 1 - 3 p.m.
Las Cruces, Memorial Medical Center Thursday, Oct. 25, 1:30 - 3:30 p.m.	Tuesday, Dec. 11, 1 - 3 p.m.
	Thursday, Dec. 13, 9 - 11 a.m.

Register online: <https://phs.swoogo.com/PHP2018>.

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

**2018**  **PRESBYTERIAN**  
Provider Education Conference  
& Webinar Series

## Monitoring Quality of Care and Service with Automated Calls

Presbyterian strives to ensure its members are satisfied with their healthcare. To help us gain a better understanding of our members' experience, we partnered with Altegra Healthcare, a member engagement company, to contact patients and members to participate in one or more of the following call initiatives:

- Preventive or condition-management screenings or tests related to quality measures
- Pre-survey data collection for Health Outcomes Survey (HOS) and Consumer Assessment of Healthcare Providers & Systems (CAHPS) survey
- Medication refill reminders

### February 2018 Automated Call Outreach Results

Presbyterian conducted an outreach campaign in February 2018 that included educational information and a survey question about Presbyterian Health Plan. Below is a summary of the outreach results that may be useful to providers and help improve the quality of care they deliver to our members.

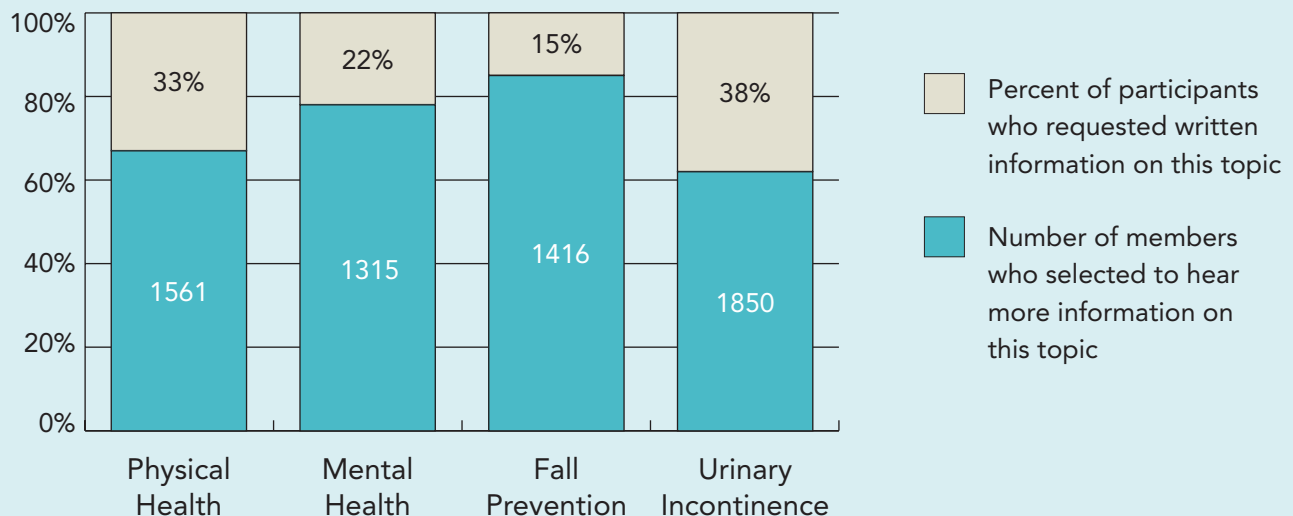
### 17,541 Medicare Advantage members participated.

Participants received information about health topics such as physical health, mental health, fall prevention and urinary incontinence. Below are a few takeaways regarding survey participation.

- Fifty-four percent of participants interacted throughout the survey.
- Nineteen percent of participants requested to hear additional health-related information.
- Ten percent of participants requested written health-related information.

The responses from these outreach calls are important to us. We use the results to measure quality performance on specific aspects of care and service, and to identify opportunities to improve the member experience. We are committed to ensuring our members receive an exceptional care experience, and you play a huge role in that.

### Health Topics



## Help Members Manage Diabetes with These Tips

Presbyterian's Provider Quality Incentive Program (PQIP) rewards primary care providers (PCPs) who ensure Presbyterian members receive recommended screenings and services based on the Healthcare Effectiveness Data and Information Set (HEDIS®). HEDIS is a widely used set of performance measures for managed care that are developed and maintained by the National Committee for Quality Assurance (NCQA).

Diabetes A1C control is part of the Presbyterian PQIP. Providers who are enrolled in PQIP are rewarded when their patients stay within healthy ranges for A1C by age during the year. In general, without any other complicating factors, the HbA1c goal ranges are less than nine percent for Medicare members and less than eight percent for Medicaid members for well-managed care. Providers can access clinical practice guidelines for adults with diabetes at the following link:

<https://www.phs.org/providers/resources/reference-guides/Pages/clinical-practice-guidelines.aspx>.

Below are tips for keeping patients' blood sugar under control:

- Review needed diabetes services at each office visit.
- Order labs prior to patient appointments.
- Schedule follow-up appointments before the patient leaves the office.
- Include whether the point of care HbA1c tests were completed in the office on the claim.
- Document the HbA1c result and date in the member's medical record. Codes for HbA1c tests include the following:
  - CPT 83036
  - CPT 83037
  - CPTII 3044F (if A1C is less than seven percent)
  - CPTII 3045F (if A1C level is seven to nine percent)

– CPTII 3046F (if A1C level is greater than nine percent)

- Adjust therapy to improve HbA1c and blood pressure levels and follow up with patients to monitor changes
- Refer patients with HbA1c ranges greater than or equal to nine percent to Presbyterian's diabetes management program.

Presbyterian Centennial Care members may qualify for rewards. Some members may qualify to receive health coaching from Presbyterian's diabetes management program.

For more information on PQIP, please review the provider manual. Providers may also contact their Provider Network Management relationship executive with any questions they may have. His or her contact information can be found at [www.phs.org/ContactGuide](http://www.phs.org/ContactGuide).

## Pain Management and Addiction Treatment Training Is Available

Clinicians are expressing strong interest for education and training around pain management and addiction treatment. We hear you, and we are expanding these resources for all clinicians. The following two trainings are Maintenance of Certification (MOC) accredited opportunities that deliver critical knowledge and provide Continuing Medical Education (CME) credits.

### **DATA 2000 Waiver: Suboxone Certification**

Providers will gain practical knowledge

and skills relevant for the treatment and care of patients who present with acute and/or chronic substance use disorders, including opioid use disorder and/or withdrawal. For more information and to register, please visit the following link: <https://phs.swoogo.com/DATA2018>.

### **Safer Opioid Prescribing and Non-opioid Alternatives for Pain Management: Current Evidence and Guidelines**

Providers will develop a better understanding of how to initiate and

manage treatment options for patients with chronic pain conditions. In addition, providers will gain tools to identify probable substance use disorders, and assess and initiate evidence-based treatments. For more information and to register, please visit the following link: <https://phs.swoogo.com/Opioid2018>.

Presbyterian offers addiction and pain-management trainings quarterly. To learn more about these trainings and future training opportunities, please contact Sabrina Quraishi at [squraishi@phs.org](mailto:squraishi@phs.org).

## Increasing Health Outcomes with the EPSDT Program, Well-child Visits and Lead Screening

The Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Program is Medicaid’s comprehensive and preventive child health program for members under the age of 21. Many health issues and developmental delays should be assessed as part of routine preventive care. Early detection and treatment can prevent or minimize the effects of many childhood conditions. EPSDT emphasizes the need for comprehensive care and the early detection of health or developmental concerns.

### EPSDT and New Mexico Medical Assistance Division

Presbyterian follows the New Mexico Medical Assistance Division’s health check periodicity schedule as well as the Federal EPSDT screening schedule. Both New Mexico Medicaid and the Centers for Medicare & Medicaid Services (CMS) certification requirements will be met if medical record documentation demonstrates that EPSDT screenings have been conducted based upon the periodicity schedule below.

### EPSDT Screening Schedule and Tot-to-Teen Health Checks (Well-child Checkups)

Babies	Children	Youth
Birth	15 months	13 years
1 month	18 months	14 years
2 months	24 months	15 years
4 months	3 years	16 years
6 months	4 years	17 years
9 months	5 years	18 years
12 months	6 years	19 years
	8 years	20 years
	10 years	
	12 years	

Additional EPSDT program information is available on the CMS website at <https://www.medicaid.gov/medicaid/benefits/epsdt/index.html>.



### Lead Level Screening

CMS recognizes that lead poisoning continues to be a problem for a small percentage of low-income children. CMS updated its Medicaid lead screening policy for children who are eligible for EPSDT services. Both federal and state Medicaid regulations require all children who are enrolled in Medicaid to be tested at 12 months and again at 24 months of age. Children between the ages of 36 months and 72 months of age must receive a screening blood lead test if they were not previously screened.

For more information, visit <https://www.medicaid.gov/medicaid/benefits/epsdt/lead-screening/index.html>. You can find additional information on blood lead levels in New Mexico on the state of New Mexico website at <https://nmhealth.org/about/erd/eheb/clppp/>.

## Have You Completed Presbyterian Dual Plus Training?

Presbyterian continues to maximize coordination and integration of care by offering Presbyterian Dual Plus. Presbyterian Dual Plus is an HMO Special Needs Plan (SNP) for individuals who are eligible for both Medicare and full Medicaid benefits. Enrollment in Presbyterian Dual Plus (HMO SNP) depends on contract renewal. This plan is a Medicare Advantage plan that is available to dual-eligible members who live in one of the following counties: Bernalillo, Sandoval, Torrance or Valencia.

Dual Plus is designed to meet the medical, behavioral and long-term care needs of eligible members. Members who are eligible for Dual Plus have distinct healthcare needs and may be considered medically fragile, elderly and/or disabled. They may also reside in an assisted living facility or receive services at home.

Contracted providers who render services to Presbyterian Dual Plus members are obligated to participate in annual training. To access the self-guided, online

training module, please go to [www.phs.org/ProviderTraining](http://www.phs.org/ProviderTraining). The module only takes about 30 minutes to complete and requires the provider to attest to completing the training.

If you have any questions about Presbyterian Dual Plus training, please reach out to your Provider Network Management relationship executive. You can find his or her contact information at <http://www.phs.org/ContactGuide>.



## TAKE NOTE

### Correction: March Newsletter Article Was Mistitled

Our 2018 March Network Connection newsletter featured an article about new Medicare cards for beneficiaries. The article was incorrectly titled, "Presbyterian Will Issue New ID Cards to Centennial Care Members." The correct title should have read, "The Centers for Medicare & Medicaid Services Will Issue New ID Cards to Medicare Members."

Medicare members will receive new ID cards from the Centers for Medicare & Medicaid Services (CMS). Presbyterian will not distribute new ID cards to Centennial Care members, nor will it distribute new ID cards to Presbyterian Medicare Advantage members. Furthermore, we would like to clarify that the process for submitting claims for Presbyterian members will not change for providers. Providers

will continue to use the member's Presbyterian member ID number on all claims.

We regret any confusion or inconvenience the March article caused. If you have any questions, please contact your Provider Network Management relationship executive. You can find his or her contact information at [www.phs.org/ContactGuide](http://www.phs.org/ContactGuide).

## TALK TO US

Send your questions or comments to our *Network Connection* editor at:



EMAIL:  
[providercomm@phs.org](mailto:providercomm@phs.org)



PHONE:  
(505) 923-8787



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

## 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>