

Neighborhood NEWS

SUMMER 2015

Welcome Tracey Cohen

Neighborhood's New Medical Director

We are pleased to welcome Tracey Cohen, MD back to Neighborhood. Dr. Cohen returns as Medical Director, a role she held here previously.

A recognized health care leader in Rhode Island, Dr. Cohen has expertise and interest in the areas of clinical quality, behavioral health and addiction, and integrated health care.


Dr. Cohen is a graduate of Barnard College and the University of Pennsylvania School of Medicine. She trained at Brown University as a family practitioner and worked as a primary care physician in the Community Health Care Centers. Since 2007 Dr. Cohen's clinical focus has been on addiction and the integration of medical and behavioral health. She most recently served as the Medical Director of Behavioral Health and Quality at Blue Cross Blue Shield of RI. Dr. Cohen brings a wealth of energy and leadership experience to Neighborhood.



INSIDE THIS ISSUE

Changes and Constants.....	2	Online Toolkit to Help Identify Behavioral Health Conditions.....	5
How Patient Share Works.....	3	Claims Corner.....	6
Programs to Help Your Patients With Diabetes.....	4	Clinical Practice Guidelines	7



visit us online at nhpri.org
or follow us on 



Changes and Constants at Neighborhood

By Francisco "Paco" Trilla, M.D., Chief Medical Officer

Medicaid is a program with broad and significant impact in our state. In February, Governor Gina Raimondo signed an executive order to create the Working Group to Reinvent Medicaid. The Working Group has been assigned such tasks as improving quality, affordability and efficiency; eliminating waste, fraud and abuse; and making the Ocean State a leader in innovation. Neighborhood's Chief Executive Officer Peter Marino is part of that group of 27, assembled to develop a plan to improve the quality of care Rhode Islanders receive and reduce the costs for taxpayers.

Reports show that one out of four people in our state rely on Medicaid coverage. As the State's primary partner

in serving Medicaid participants, we at Neighborhood welcome this opportunity to roll up our collective sleeves and work to find improvements. The Working Group is a great opportunity to re-examine how Medicaid works, where the funds go and what alternatives are available. I am pleased that Neighborhood is well positioned to be part of the solution. We have started working with the dually eligible population to promote home and community based care, created a program to improve outcomes with high cost utilizers, and have long supported integrating behavioral and physical care.

Correspondingly, Neighborhood is experiencing tremendous growth due to the Affordable Care Act and decisions made by state leaders to increase opportunities for health insurance coverage. We have gone from serving 90,000 members to over 170,000 in 18 months. To accommodate our growing numbers and position, our staff size has nearly doubled and we work diligently to train new colleagues on the "Neighborhood way" to serve the underserved.

One thing that I assure will stay the same is our unwavering commitment to our mission, vision and values where we work to assure everyone in Rhode Island has comprehensive health care coverage and access to high-quality health care. If you have any suggestions on how to improve Medicaid, I urge you to submit your comments and ideas to the Working Group. **Visit:** www.reinventingMedicaid.ri.gov/contact.

Transitions

I am pleased to announce that Tracey Cohen, MD has returned to replace Stephen Davis, MD as Neighborhood's Medical Director. We will miss Dr. Davis and are very grateful to him for his service and commitment to our patients over the last 10 years. Dr. Cohen is a former Neighborhood Medical Director and a recognized health care leader in Rhode Island. We are very fortunate to have her rejoin our staff. Please see Page 1 to read more about Dr. Cohen.



How Patient Share Works

Neighborhood UNITY/Rhody Health Options members receiving long-term services and supports (LTSS) may at times have a patient share responsibility. Patient share is the amount of money a member must “spend down” or contribute toward the cost of their care. Patient share amounts are determined by the Long Term Care Office (LTC) of the Rhode Island Executive Office of Health and Human Services (EOHHS). To determine both LTSS program eligibility and financial liability, the LTC office reviews both the clinical level of care needed by the member and the income and assets of the member. Once the LTC office has made its determination, a notice is sent to the member indicating the amount of patient share the member is responsible to pay. Members are required to notify their providers of this amount and pay their providers monthly.

Neighborhood is notified daily of our members’ patient share amounts via an electronic file sent by EOHHS and we update our records accordingly. As part of our contract with EOHHS, when a claim is received and there is a balance to apply, the claim is manually adjusted and the patient share amount is applied to reduce the payment to the provider. Should a provider believe there is a discrepancy between Neighborhood’s record of patient share and the member’s record of patient share, the member must contact their local LTC office to ask for clarification on the variance.



A Message from Nicole Alexander-Scott, MD, MPH, Director of the Rhode Island Department of Health

I am absolutely delighted to have been selected to be the new Director of the Rhode Island Department of Health. We are in the midst of many exciting and challenging changes in Rhode Island. I want to emphasize that everyone’s voice is valuable to me and I welcome your input to further outline the Department’s priorities.



Read Dr. Alexander-Scott’s full welcome message in *HEALTH Connections*: www.health.ri.gov/for/physicians/

Learn more about Dr. Alexander-Scott’s background and strategic priorities for the Rhode Island Department of Health: www.health.ri.gov/about.

Neighborhood Has Programs to Help Your Patients With Diabetes



Neighborhood has a disease management program for your patients with diabetes called Control for Life. Our goal is to assist your patients in better understanding their diabetes, provide information, and offer assistance from our nurses to help them manage their condition.

All members in the program receive educational newsletters to help them stay informed on how to best manage their diabetes.

Members enrolled in the program have the option to access support from our nurses who provide health coaching. Our goal is to reinforce your treatment plan for your patient. Our nurses will notify you of your patient's engagement with them, issues identified during the assessment, and planned interventions. The nurses complete periodic assessments of your patient's health status and contact you with any new concerns.

Health coaching includes education and informational materials to help your patient:

- Understand and manage their medications
- Be better self-managers of their diabetes
- Effectively plan for visits with their providers

If you would like to refer your Neighborhood patients who have diabetes for educational mailings or health coaching, please call us at **1-800-459-6019**.

Neighborhood's Member Advocate

It's not always easy for patients to navigate the challenges of the health care system. You and your patients should know that Neighborhood Member Advocate/Ombudsman, Jacqueline L. Dowdy, MSW, is dedicated to helping members do just that. Jackie is always available to hear and address member concerns and experiences when accessing health care services. She helps Neighborhood members to file complaints and works with health plan staff, consumer advisory groups, and local community-based organizations that interact with our members to make sure their needs are addressed. Please do not hesitate to refer a Neighborhood member in need of assistance to Jackie at **1-401-459-6172**.

Stop Fraud & Abuse

As part of the Neighborhood Fraud and Abuse Initiative, we use software to identify potential aberrant billing practices. Please refer to your remittance advice to review, if applicable, any identified billing errors. We encourage you to take the appropriate actions to correct any errors. For claims that do not meet CMS-mandated coding standards, Neighborhood will deny, adjust or retract payments. For questions about your claims, call Neighborhood Member Services at **1-800-459-6019**. Neighborhood encourages you to report suspected cases of fraud and abuse. You can also report situations you think may not be right. Call the Neighborhood Compliance Hotline at **1-800-826-6762** to tell us about fraud, abuse or your concern.



Online Toolkit for PCPs Helps Identify Behavioral Health Conditions



Neighborhood Health Plan of Rhode Island's (Neighborhood) managed behavioral health partner, Beacon Health Strategies (Beacon), has developed a toolkit to assist PCPs in the diagnosis and treatment of mental health and substance use disorders.

Delivering behavioral health services in a primary care setting can help reduce the stigma and discrimination associated with mental health diagnoses. It's also more cost-effective to treat common behavioral health disorders in primary care settings.

Primary care settings are also becoming the first line of identification for behavioral health issues, and PCPs are the center of care for many patients who have both physical and behavioral health disorders. To support PCPs, this online toolkit will assist in identifying behavioral health conditions through well-known screening tools, as well as decision support. Condition-specific fact sheets, as well as other patient-centered information, are included within the toolkit

so PCPs can help their patients understand their diagnosis and take the right steps to become and stay healthy.

The conditions included in the toolkit are:

- Alcohol and other drugs
- Anxiety
- ADHD
- Depression, adolescent depression, and postpartum depression
- Eating disorders
- OCD
- PTSD
- Schizophrenia

The toolkit also has forms that will allow PCPs to share relevant patient information with other providers, including BH providers, to facilitate better integration of care.

The toolkit can be found on Beacon's website at: www.beaconhealthstrategies.com/pcp_toolkit/pcp_toolkit.aspx. If you have questions, you can call Beacon at 1-800-215-0058, Monday through Friday, from 8:30AM to 5PM. Thank you for your partnership and dedication to our members.

Claims Corner: Helpful Reminders

List National Drug Codes on Claims

To be compliant with the Deficit Reduction Act of 2005, Neighborhood Health Plan of Rhode Island (Neighborhood) requires National Drug Codes (NDC) on claims. This is in addition to the standard HCPCS (J codes) codes for CMS 1500 claims and UB outpatient claims submissions. This is a Rhode Island Executive Office of Health and Human Services requirement and is the same list used for Rhode Island Medicaid members.

The NDC number submitted to Neighborhood must be the actual 11-digit NDC number on the package or container from which the medication was administered.

For more information, please visit the Neighborhood website at www.nhpri.org/Providers/CoverageSummariesandBillingGuidelines and view the NDC Information links. If you have any questions, please call Neighborhood Member Services at 1-800-459-6019.

Claims Submissions

In order to process claims more efficiently, effective January 1, 2015, the submission of claims including corrected claims will no longer be accepted through a fax machine or e-faxing. We apologize for any inconvenience this may cause our providers. We will continue to accept claims through postal mail.

Please make note that all claims should be mailed to:
PO Box 28259
Providence, RI 02908-3700

To ensure prompt and accurate claims processing, Neighborhood is implementing the use of optical character recognition. This new technology scans paper forms and eliminates keystroke errors. In order to help us better service you these claims must be submitted on industry standard red-colored claim forms. Handwritten claims are not accepted and will be returned.

Time-Based PT/OT Therapy Codes Require Documentation

Documentation to support timed physical therapy procedure codes is required for each date of service. The time documented for "timed therapy codes" excludes any pre- or post-treatment services. Waiting times, independent (unattended) exercise time, rest periods, bathroom breaks, and clothing changes are excluded from the calculation of billable therapy time. Medical record documentation by the therapist should indicate the beginning and ending times of each modality and the outcomes of each treatment. **The number of minutes must be documented in the medical record and billed using the following guidelines:**

Units Number of Minutes

- 1 unit: ≥ 8 minutes through 22 minutes**
- 2 units: ≥ 23 minutes through 37 minutes**
- 3 units: ≥ 38 minutes through 52 minutes**
- 4 units: ≥ 53 minutes through 67 minutes**
- 5 units: ≥ 68 minutes through 82 minutes**
- 6 units: ≥ 83 minutes through 97 minutes**
- 7 units: ≥ 98 minutes through 112 minutes**
- 8 units: ≥ 113 minutes through 127 minutes**

Pharmacy Updates Online

View the latest pharmacy changes from Neighborhood's Pharmacy and Therapeutics Committee at www.nhpri.org. Click on "Providers," then "Pharmacy Resources."



Billing Practices Reminder

In their contract with Neighborhood, providers accept the terms of reimbursement and cannot bill or balance-bill Medicaid members.

In no event can the provider bill, charge or have any recourse against Neighborhood members for covered services provided by the provider under the agreement with Neighborhood.

Our commercial members have cost-sharing in the form of deductibles, copays and coinsurance. Please check the member's ID card or call provider eligibility line to confirm the member's coverage and whether any cost sharing is applicable.

For Rhody Health Options (RHO) members who have Medicare coverage, providers are prohibited from seeking to collect any additional amount from a member for Medicare deductibles, coinsurances or copays.

Our providers, their staff and billing subcontractors may call Provider Claims Services at **1-800-459-6019** with billing issues.

Neighborhood Member Services can also assist with member education and outreach to ensure our members' and providers' needs are met.



Clinical Practice Guidelines

Neighborhood provides a number of Clinical Practice Guidelines (CPGs) for providers' reference. These guidelines are for our members' more common chronic problems and for their preventive care. They are based on established national guidelines from medical authorities such as the National Institutes of Health and the American College of Cardiology. These guidelines are each reviewed every two years, but updates can occur as needed.

For many of the CPGs, rather than create our own set of guidelines, Neighborhood will adopt a national guideline and publish the link to that guideline for practitioners.

The guidelines can be found online at our website at www.nhpri.org under Providers/Clinical Resources.

The Clinical Practice Guidelines include:

- ACCF/AHA Guideline for the Management of Heart Failure
- Adolescent Routine Preventive Care
- Adult Diabetes Care
- Adult Routine Preventive Care
- Complementary Alternative Medicine (CAM)
- Diagnosis and Management of Adult Coronary Artery Disease
- Diagnosis and Management of Asthma
- Diagnosis and Management of Attention Deficit Hyperactivity Disorder (ADHD) in Primary Care for School Age Children and Adolescents
- Diagnosis and Management of Chronic Obstructive Pulmonary Disease (COPD)
- Diagnosis and Management of Depressive Disorders in Adult Primary Care Patients
- Pediatric Routine Preventive Care
- Prenatal Care
- Tobacco Cessation in Pregnancy
- Tobacco Cessation for Adults
- Use of Antibiotics for Pediatric Upper Respiratory Infections