



Quarter 2 Provider Forum

June 18, 2020

AGENDA

I. Operations Update- Dawn Marszal, Sr. Director Operations

- MPC COVID-19 updates
- Maryland Department of Health ePREP update
- Provider Directory Accuracy

II. Pharmacy Update- Marlon Cooper, PharmD, Director of Pharmacy

- Website updates
- Benefit updates

III. Quality Improvement /HEDIS Outreach- Sammi Turner, Quality Improvement Manager

- MPC Member communication strategy
- MPC interventions
- Outreach events

COVID-19 UPDATES

As the Maryland Department of Health (MDH) issues guidance that impacts members and providers, MPC updates information on the website.

<https://www.marylandphysicianscare.com/providers/coronavirus-information.html>

Email updates direct providers to the updated information on the website and often link to the guidance on the MDH website.

Guidance may be updated so please check the website frequently and contact your Provider Relations Representative with questions.

Important updates related to telehealth and specifics about billing for Well Child Visits via telehealth were posted a few weeks ago. Please review the information and contact MPC with any questions..

MDH EPREP

Maryland Department of Health (MDH) requires all providers delivering services to Maryland Medicaid members to have an active enrollment status in the **electronic Provider Revalidation and Enrollment Portal (ePREP)** every 5 years.

- Claims system validates **billing** and **rendering** NPI against **weekly MDH file that is active when the claim is processed.**
- If billing or rendering NPI is not found on most recent file or does not have an active status, claim will deny with specific denial reason.
- If a provider NPI is retroactively updated to an active status, the provider must resubmit claims within timely filing guidelines for processing.

MDH EPREP UPDATE

- MDH Website: mmcp.health.Maryland.gov/pages/ePREP.aspx
- ePREP Portal: <https://eprep.health.maryland.gov>
- ePREP Call Center 1-844-463-7768

PROVIDER DIRECTORY ACCURACY

- The Maryland Department of Health (MDH) engages in a broad range of activities to monitor network adequacy and access.
- Accurate online directories are key to ensuring members have access to accurate information about network providers. It is important that providers partner with Maryland Physicians Care (MPC) to ensure compliance with the standard set by MDH.
- MPC employs several processes to facilitate review and updating of provider directories
 - Lexis Nexis VerifyHCP® - Requests providers to verify and update information via web portal, email, fax, or phone call. Secure web portal developed in collaboration with the American Medical Association
 - Telephonic outreach- It is important that the person answering the phone validate the information as MDH's External Quality Review Organization (EQRO) surveys providers and assesses MCO's directory accuracy based on the outcome of the telephonic survey

PROVIDER DIRECTORY ACCURACY

- Important data elements besides address, phone number, and office hours
 - Languages spoken
 - ADA accessibility
 - Building
 - Exam rooms
 - Equipment
- MPC will be contacting providers where the ADA information is incomplete to obtain the information and update the directory.
- Enhancements to the Find A Provider Directory will be deployed in the next few months with the goal of improved user experience. Please visit the MPC Directory for additional information.

Remember: The Provider Directory is your free advertising that allows members to search for a provider who meets their needs, including cultural and physical accessibility standards



Pharmacy Updates

Marlon Cooper, PharmD
Director of Pharmacy Services

DIRECTOR OF PHARMACY SERVICES

PHARMACY BENEFIT UPDATE

As of June 30, 2020, all “soothing period” prior authorization for HIV medications will terminate. MPC is encouraging providers to prescribe preferred formulary medications prior to July 1, 2020. What providers should know:

- MPC has added several HIV medications from different therapeutic classes to its formulary that **do not require prior authorization** and **allow for 90 days’ supply**.
- MPC has posted a [HIV Drug Chart](#) as a Quick Reference for its provider network
- Prior authorization [forms](#) for non-preferred HIV medications are posted on MPC Pharmacy Webpages
- No copays will be charged for medications under this new plan benefit

PHARMACY RESOURCES UPDATES

To enhance the utility of its health plan website, MPC continues to update its pharmacy webpages:

“**Approved Drug Benefits**” page which provides:

- [Real-time](#) formulary coverage information
- Monthly formulary changes
- OTC coverage
- [Medication Clinical Review Policies](#)
- [HIV Carve-In Benefit Information](#)

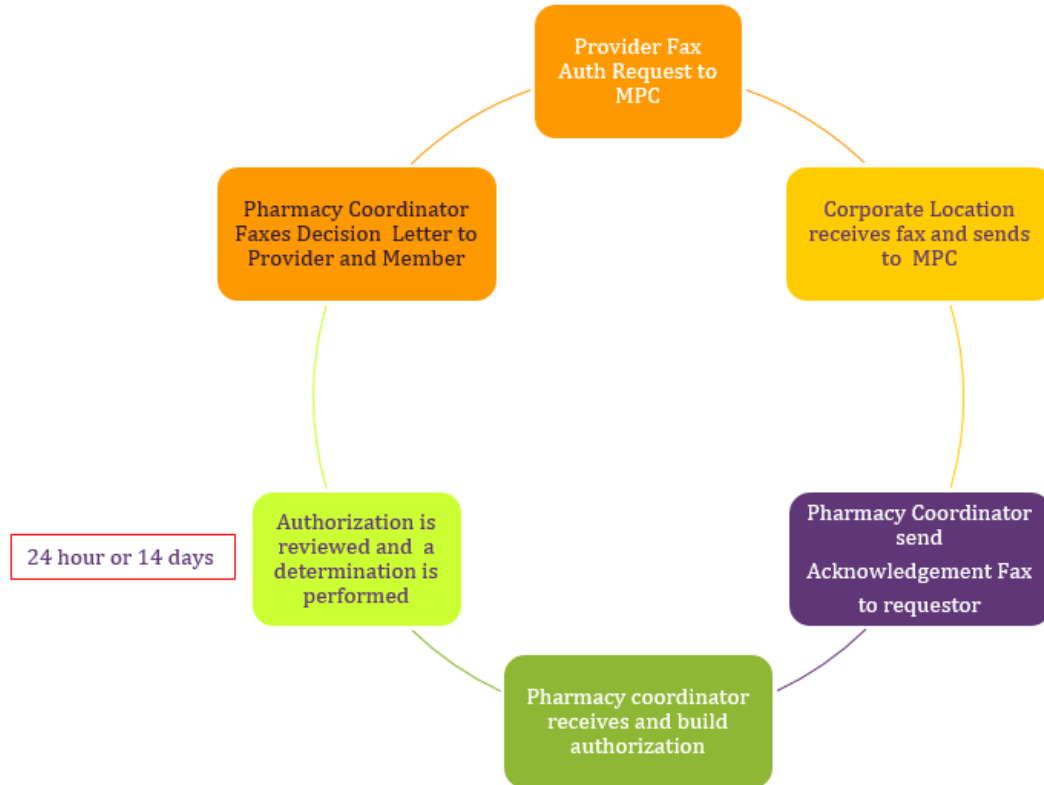
“**Provider Alerts**” section provides updates on hot topics)

- [HIV Drug Chart –Quick Reference Guide](#)
- [HIV Prior Authorization FAQs Sheet](#)

“**Prior Authorization Request Forms**” link which provides medical office staff prior authorization information regarding:

- Formulary Covered Outpatient Medications
- Non-Formulary Exception Process
- [Specialty Medication List \(includes reviewing entity\)](#)
- Oncology Medications
- Hepatitis C Medications
- Prior Authorization Forms

PHARMACY PROCESS UPDATES – PRIOR AUTHORIZATION LIFE CYCLE



PHARMACY PROCESS UPDATES – PRIOR AUTHORIZATION LIFE CYCLE

To enhance the responsiveness regarding medications prior authorization requests, MPC has implemented two communication documents:

- **“Acknowledgement Fax”** which acts as a feedback communication informing medication authorization requestors that the faxed request was received.
- **“The Request for Additional Information Fax”** which informs the medication authorization requestors about additional information needed to complete a prior authorization review in a timely manner.

Asthma Medication Ratio (AMR) Performance Improvement Project

Goal: Increase the ratio of controller medication to total asthma medication utilization in members persistent asthma ages 5-64 yo

Calculation: $\# \text{Controllers} / (\# \text{Controllers} + \# \text{Relievers dispensed})$

Target Ratio: ≥ 0.50

2019 Total AMR Rate: 58%

5-11 Years	12-18 Years	19-50 Years	51-64 Years
69.14%	64.96%	50.10%	50.00%

ASTHMA TREATMENT RECOMMENDATIONS / REMINDERS

1. Prescribe MPC Preferred Asthma Controller Medication, as appropriate
 - Inhaled Corticosteroids (ICSs) are the most effective long-term control therapy
 - Address concerns about daily use of medication, “steroid concerns”
 - Consider **90-day supply** RX for all [preferred controller](#) medications
2. Adjust therapy based on control, adherence, concerns
 - Maintain, Step-Up if needed, Step Back if possible
3. Assess/Address increased/ineffective reliever use
 - Assess medications, techniques and adherence at each follow-up visit
 - Recommend ways to control exposures to allergens, irritants, triggers
4. Develop/Review Asthma Action Plans
 - MPC is mailing Asthma Action Plans to encourage follow-up with the PCP for review/update
 - Follow-up phone outreach by pharmacy and outreach team
5. Annual Flu Vaccine

PREFERRED ASTHMA CONTROLLER MEDICATION LIST

Brand Name	Generic Name	Available Strengths	Dosage Forms	Prior Auth Needed?
INHALED CORTICOSTEROIDS **ONLY**				
budesonide	(budesonide)	0.25 mg/2 ml; 0.5mg/2 ml; 1mg/2 ml	nebulizer solution	No
ARNUITY ELLIPTA	(fluticasone furoate)	50 mcg, 100 mcg, 200 mcg	inhaler	No
QVAR	(<u>beclomethasone dipropionate</u>)	40 mcg, 80 mcg	inhaler	No
FLOVENT HFA	(fluticasone propionate)	44 mcg, 110 mcg, 220mcg	inhaler	Age restriction; for ages 1 – 7
INHALED CORTICOSTEROIDS COMBINATION				
fluticasone-salmeterol	(fluticasone-salmeterol)	55-14; 113-14; 232-14 mcg, 100-50; 250-50; 500-50 mcg	inhaler	No
SYMBICORT	(budesonide/formoterol fumarate)	100-50; 250-50; 500-50 mcg	inhaler	No
WIXELA INHUB	(fluticasone propionate/salmeterol)	100-50; 250-50; 500-50 mcg	inhaler	No
LEUKOTRIENE RECEPTOR ANTAGONIST (LTRA)				
montelukast	(montelukast sodium)	4 mg, 5mg, 10 mg	chewable tab, tablet, granule	No
zafirlukast	(zafirlukast)	10 mg, 20 mg	tablet	No

NOTE: All of the above preferred medications are eligible for a 90 day fill at participating maintenance pharmacies

ASTHMA AND CLINICAL PRACTICE RESOURCES

- Asthma Care Quick Reference:
<https://www.nhlbi.nih.gov/sites/default/files/publications/12-5075.pdf>
- Updated Practice Guidelines:
<https://www.marylandphysicianscare.com/providers/information/practice-guidelines.html>
- Approved Drug Benefits:
<https://www.marylandphysicianscare.com/providers/approved-drug-benefits.html>
- MPC Preferred Asthma Controller Medication List
<https://www.marylandphysicianscare.com/content/dam/centene/maryland/pdfs/Preferred-Asthma-Controller-Medication.pdf>



Quality Improvement/HEDIS Outreach

MPC MEMBER COMMUNICATION- SAMPLE TEXTS



Hi, from Maryland Physicians Care. As a parent, you want to protect your child from disease. Please contact your doctor to make sure your child is up-to-date with their shots. Immunizations should not be delayed. Doctors offices are following strict safety practices to ensure children can be safely vaccinated on time. Click here for more info: <https://www.cdc.gov/vaccines/schedules/hcp/imz/catchup.html>

Hi, From Maryland Physicians Care. If you schedule and complete your mammogram by July 30, 2020, we will mail you a \$75 Visa gift card! For questions, call 410-412-8280.

Hi, this is Maryland Physicians Care. Babies need 6 check-ups with their doctor in their first 15 months. The doctor will check on your baby's growth & give them needed shots. Please call your child's doctor to schedule their next appointment.

Hi, this is a reminder from Maryland Physicians Care. You have an appointment on ##date## at ##time##. Our clinic is located at ##address##. You'll receive your gift card for attending! Can you attend? Please reply YES or NO



AMR- Live telephonic outreach to total populations. Members are provided educational information on the importance of filling controller medications.

CBP- Live telephonic Outreach to entire Hypertension populations. Providing education on importance of monitoring blood pressure, importance of PCP visits, and importance of medication adherence.

W15- Live telephonic outreach to all members who remain non-compliant. Members are contacted to educate importance of 6+ well visits and are offered scheduling assistance

MPC INTERVENTIONS

Interventions	Details
Text messaging/letter/calls	Multi-modal communication platform to engage membership into care
AWC Raffles- Please note due to COVID restrictions the quarterly raffles changed to 3 rd and 4 th quarter only offering a \$500.00 VISA card. All the member must do is complete the well visit. Members will enter automatically through claims. One winner will be selected randomly each quarter.	Providing Quarterly raffles for members who complete well visit. DOS July-September= \$500.00 VISA gift Card DOS- October-Dec 15 th - \$500.00 Gift card
Home Visits- Due to COVID restrictions, expanded services to include tele-health are offered to the MPC population with no coverage area restrictions. Tele-health visits are currently offered to the SSI Adult/SSI child populations	Alegis will resume home visits to unengaged members for SSI Adult, Lead, and HbA1c testing July/August-December. Coverage areas: Baltimore/Central MD, PG and Montgomery Counties
Remote Access Scheduling- Providers who grant MPC remote access scheduling	MPC will provide targeted outreach for Value-based purchasing Gaps in Care. Outreach includes telephonic/text/calls and scheduling directly to PCP office.
Clinic Days-MPC did place a hold on clinic days March-June. Clinic days for BCS resume June 13 th , HbA1c/Lead/SSI clinic days will begin resuming in July	MPC works with participating radiology, ophthalmologist, libraries to host small events (20-50 members) to close gaps in care for a specified measure. Members who attend will receive round trip transportation and a gift card. BCS=\$100.00 VISA card Lead/HbA1c/SSI Adult/Child= \$75.00 Visa Card
Health Fairs-MPC did place a hold on Health Fairs. The plan is currently evaluating the best approach to modify/ resume clinic days for the rest of CY 2020. Resume date: TBD	Large events (200-400 members) that include external stakeholders: Health Departments, providers, and community resource vendors. Goal is to close gaps in care, provide health education and address socio-economic disparities

UPCOMING OUTREACH EVENTS

Clinic Day	Site	Date	Time
June			
BCS	Seton Imaging	Saturday 6/13	9a – 1p
BCS	American Radiology (Fleet St)	Saturday 6/27	9a – 1p
July			
BCS	Seton Imaging (mini)	Wednesday 7/8	8:30 – 10
BCS	Seton Imaging	Saturday 7/11	8:30 -12:30
Lead	Adventure Dental (Essex)	Tuesday 7/14	9A – 1P
Lead	Adventure Dental (Alameda)	Wednesday 7/15	9A – 1P
BCS	American Radiology (Fleet St)	Saturday 7/18	9a – 1p
BCS	JH White Marsh	Tuesday 7/28	1p – 4p
BCS	Advanced Radiology (Glen Burnie)	Wednesday 7/29	3p – 6p
August			
BCS	Seton Imaging	Saturday 8/1	9a – 1p
BCS	Diagnostic Imaging (WashingtonCo)	Tuesday 8/4	3:30p –7:30p
BCS	Advanced Radiology (Dundalk)	Thursday 8/13	1p – 4P
Lead/HbA1c/SSI	Meritus Hospital Health Fair	TBD	9A – 4p
BCS	American Radiology (Fleet St)	Saturday 8/15	9a – 1p
Lead/HbA1c/SSI	Eastpoint Mall Health Fair	TBD	9:00 – 4P

All members who attend a clinic day receive round trip transportation
 HbA1c/Lead/SSI receive a \$75.00 Visa card BCS receive \$100 Visa cards provided day of clinic
 Contact for Clinic days: HEDIS Outreach 410-412-8280

CONTACT INFORMATION

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