physicians care Help is Here

^{3rd} Quarter Provider Forum September 16, 2021



Forum Agenda

Operation Updates – Adrienne Bennett, Sr. Director, Provider Management Lashobie Avery, Provider Relations Manager

- Portal Updates
- Provider Data Integrity
- ImmuNet Requirement
- Vaccine Hesitancy Toolkit
- Balance Billing

Quality Improvement /HEDIS Outreach – Sammi Turner, Quality Improvement Manager

Lead Screening – Joe Huffer, LabCorp National SDT Lead (MedTox)

Introduction to Prevention and Wellness Manager – Rachelle Cannon

Pharmacy Updates – Dr. Jonathan Keyser, Director of Pharmacy

COVID 19 Vaccinations – Dr. Bruce Vanderver, Chief Medical Officer

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Operation Updates Lashobie Avery, MBA, MHA Provider Relations Manager

Utilizing the Provider Portal



- Print EOB/EOP
- Print Member Rosters
- Submit /Check Authorizations
- Gaps in Care Report
- Member Vaccine Status Report
- Search Member Eligibility

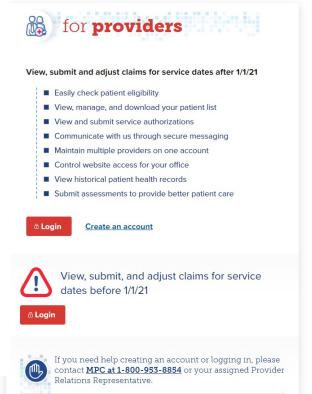




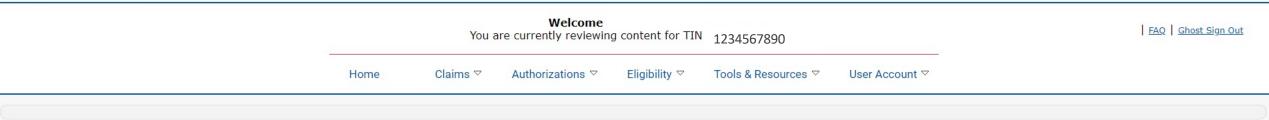
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Accessing the Provider Portal

For access to the MPC Portal, you must click on "Create an account" and enter your TIN. Once your request is approved, you will have full access to the portal.







Welcome

Welcome to Maryland Physicians Care's provider portal for inquiries regarding claims with dates of service on or after 1/1/21.

Plan Messages

For inquiries regarding dates of service before 1/1/21, please visit MPC's website for alternative link.

Contact

Please call Customer Service for support and assistance at (800) 953 - 8854.



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»Related Documents



Provider Data Integrity

Provider Data Integrity is very important, we ask that anytime there are changes to your demographic information that you contact us within 10 days.

We have an initiative to clean up the data in our database, we may reach out to you to confirm your demographic data and provider panel. You will receive an email with your group's data based on TIN, please return the data with any correction needed.

Accurate online directories are key to ensuring members have access to valid information about network providers.

ImmuNet Requirements



Per Maryland Department of Health (MDH), registration with ImmuNet is required to administer the COVID-19 vaccination. It is essential that your practice is registered with ImmuNet. MDH also requires All COVID Vaccination administrations must be reported to ImmuNet timely.



Need Talking Points for Patient's Vaccine Hesitancy



Maryland Department of Health (MDH) has created a toolkit for Vaccine Communications and Outreach Strategies in Primary Caré

The Link can e found on the MPC Website under the Coronavirus tab under Information for Providers.

Here's the direct Link:

https://health.maryland.gov/mdpcp/Documents/Vaccine Communication and Outreach Strategies in Primary Care.pdf

Topics Include:

- COVID-19 Vaccine Communication & Outreach Strategies in Primary Ca How to Communicate with Your Patients
- Talking Points to Hot Topics (Vaccine Hesitancy) Vaccine Hesitancy Hot Topics & Talking Points Addressing Vaccine Hesitancy Outreach & Engagement Examples Direct Outreach Best Practices

- Indirect Outreach Best Practices Motivational Interviewing: Vaccine Hesitancy



Balance Billing

The State of Maryland Medical Assistance Program prohibits cost sharing or "balance billing" of a Medicaid recipient for covered services under the Medicaid program. Providers may bill Medicaid recipients for non-covered service under the Medicaid Program, if they have a signed consent from the Medicaid recipient that specifically names the services that are being rendered and associated cost in advance of rendering services.

Contraction of the second states of the second stat

Quality Improvement/HEDIS Outreach Sammi Turner, Quality Improvement Manager

Improving Performance with CPT II Codes



Category II Codes are for reporting purposes and when submitted on claims are captured as administrative data in our HEDIS software. Administrative data reduces the burden of medical record requests fulfillment for the site. The use of these codes can improve accuracy of care gaps and assist both plan and provider on identifying non-compliant populations.

A1c Test and Control

• Remember to reschedule members for repeat A1c prior to end of year if A1c is \geq 8.0

Encourage members to take medications	
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CPT II Code	Description
3044F	HbA1c less than 7%
3051 F	HbA1c greater than or equal to 7% but less than 8%
3052F	HbA1c greater than or equal to 8% but less than or equal to 9%
3046F	HbA1c greater than 9%

CPT II Codes are provided as a recommendation. Please see HEDIS Tips sheet available on the provider portal.

Improving Performance with CPT II Codes



Assesses members 18–85 years of age who had a diagnosis of hypertension (HTN) and whose blood pressure (BP) was adequately controlled (<140/90 mm HG) during the measurement year. The representative BP is the last BP reading during the

- BP must be <140/90
- Recheck any blood pressure reading ≥140/90 on day of service and document all BP values taken during the visit
- If BP is not controlled, schedule member for follow up appointment for BP recheck
- Encourage members to refill their medications, and take medication as ordered
- Order 90-day refills for formulary agents
- Documentation in the medical record of BP readings reported or taken by the member are acceptable

SystolicCPT II Codes		Diastolic—CPT II Codes	
3074F	Blood pressure less than 130 mm HG	3078F	Blood pressure less than 80 mm Hg
3075F	Blood pressure 130-139 mm Hg	3079F	Blood pressure 80 – 89 mm Hg
3077F	Blood pressure greater than or equal to 140 mm Hg	3080F	Blood pressure greater than or equal to 90 mm Hg

Postpartum CPT II Code			
Code	Measure	Description	
0503F	Postpartum care	Deliveries that had a postpartum visit on or between 7 days and 84 days after delivery	

FINAL – approved by LC legal

FILTER PAPER LEAD SCREENING TEST NUMBER 791280

ONE COMPANY. ONE GOAL. ONE CHOICE.





16660-0217

Filter Paper Lead Screening (791280)

Service Advantages

- The filter paper service allows offices to easily screen their pediatric patients during their well-child checkups
 - Only two drops of blood are required for analysis
 - No phlebotomist is required to complete the less invasive collection
 No centrifuging, no clotting, no refrigeration
 - Convenient collection kits are provided
 - Collection can be completed in CLIA-waived facilities
 - Aids in getting more patients appropriately screened



Lead Poisoning Numbers

0

There is no safe blood lead level in children¹ nor is there any use for lead in the human body. Lead is a neurotoxin that can have serious and long lasting effects on the human body and is of particular harm to developing children (<6 years of age).

535,000

The approximate number of U.S. children between 1 and 5 years of age who have had high lead levels¹

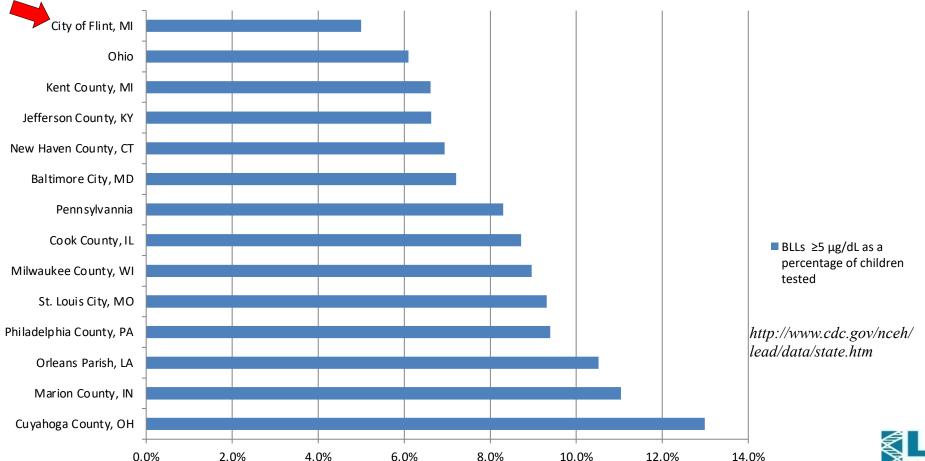
23,200,000

The number of **housing units** in the U.S. that contain one or more lead-based paint hazards, with 3.6 million of those housing children under the age of 6²



Lead Exposure

The water situation in Flint highlighted just one path of lead exposure. Lead poisoning continues to be an issue for many regions.^{3,4}



Testing recommended at 12 months and 24 months

Since 1989, federal Medicaid law has required states to provide assessments, education, and treatment for elevated blood lead levels.⁵

LabCorp's lead screening options for children

- Venous testing
- Capillary tube collections
- And now, filter paper collection





Filter Paper Collection

Each collection kit contains all of the necessary supplies to complete a single test (lancet, alcohol wipe, Band-Aids collection card, etc.)

- A set of collection instructions is also included in each kit
 - 1. The patient's hands should be washed with soap and water and the stick site should be prepped with the alcohol wipe
 - The collection does not need to be a "finger" stick, but it is the most commonly used method of collection
 - 2. The collector will perform the stick, then add two drops of free falling blood onto the collection card
 - It does not need to fall directly onto the circles on the card
 - 3. Once the card is allowed to dry for a couple of minutes, it is placed in the re-sealable bag and is ready to be shipped





Additional Information

Questions?

Joe Huffer (877) 725-7241 hufferj@labcorp.com

Screen For Lead: **EVERY CHILD, EVERY TIME** Filter Paper Lead Testing



The CDC estimates that 500,000 US children settler from levels of lead above the reference level at which public action is recommended.¹ Lead poisoning may affect children of all socio-conomic levels¹ and may occur without obvious symptoms. An in-office collection may help offices increase their lead poisoning screening rates.

- Screenings may be performed with 2 drops of blood during a routine office visit May be less invasive and traumatic for a child than a
- venous collection No spinning, refrigeration, or philoboliamist required Reports are available sta faz, secure website or IMR

Cost-Effective

- Collection supplies and specimen shipment are inclusied LabCorp files claims with Neekski and most major
- insurance companies.
- No equipment to purchase or maintain

Accurate

- State-of-the-art technology assume timely and accurate results.
- Samples are stable for up to 6 months
- LabCorp meets state reporting requirements for lead screening results

LabCorp and one of its specialty testing laboratories, MedTox, offer a comprehensive set of testing options for lead exposure.

The filter paper lead screening service is an example of LabCorph commitment to improving health and improving lives. The convenient, in-office screening can aid in getting more patients appropriately screened. It is a perfect complement to LabCorph. inditional wrote collectors.

lect mane	LabCorp Text Number	Supply (PS
Load, Blood, Filter Paper		

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MedTox





References

- 1. Wheeler, W, Brown, MJ. Centers for Disease Control and Prevention. *MMWR*. Blood lead levels in children aged 1-5 years United States, 1999-2010. April 5, 2013. Vol.62. No.13.
- 2. U.S. Department of Housing and Urban Development. American healthy homes survey lead and arsenic findings. April 2011.
- Kennedy, C, Yard, E, Dignam, T, Buchanan, S, Condon, S, Brown, MJ, et al. Centers for Disease Control and Prevention. *MMWR*. Blood lead levels in children aged <6 Years – Flint, Michigan, 2013-2016. July 1, 2016. Vol. 65. No. 25.
- 4. Centers for Disease Control and Prevention. Childhood lead poisoning data, statistics, and surveillance. Various states. Available at: <u>https://www.cdc.gov/nceh/lead/data/</u>. Updated September 1, 2016.
- 5. Wengrovitz, AM, Brown, MJ. Centers for Disease Control and Prevention. *MMWR*. Recommendations for blood lead screening of Medicaid-eligible children aged 1-5 years: an updated approach to targeting a group at high risk. Aug. 7, 2009. Vol. 58(RR09).



Member Incentives



Measure	Requirement	Incentive
Breast Cancer Screening (BCS)	Women 52-74 years of age as of December 31, 2021, who had at least one mammogram between October 1, 2019, and December 31, 2021 Exclusion: Bilateral Mastectomy	 Any member who is non-compliant and completes a mammogram will receive a \$150.00 gift card. Incentive is claim based. Card mails when MCO receives claim
SSI Child- Birth to age 20 SSI Adult- 21 to 64 years of age	All members receiving Social Security Income should complete at least one Ambulatory Care Visit wit PCP. This can be sick/well/urgent care/Telehealth. ED visits/Mental Health/Substance Abuse will not meet compliance	 Any Ambulatory Care Visit Code or well visit code Urgent Care visit codes: S9083, S9088 Claim based- Card will when MCO receives claim Any member who is non-compliant that completes service 08/01/21-12/31/21 will receive a \$100.00 gift card
Postpartum	Deliveries that had a postpartum visit on or between 7days and 84 days after delivery	 57170,58300, 59430,99501 or F Code 0305F Incentive is claim based. Card mails when MCO receives claim Member will receive a \$50.00 Visa gift card



Member Communication- Sample Text

Postpartum- Hello from Maryland Physicians Care. Congratulations on your new baby. Please set up a postpartum care visit for a date that is between I-12 weeks after your delivery. We will mail you a \$50.00 VISA gift card for completing the visit. Call 410-412-8280 if you have any questions. BCS -Hi from Maryland Physicians Care! Doctors recommend regular mammograms. This is an x-ray that helps doctors find & treat breast cancer early. Complete your mammogram by 12/31/21 and we will mail you \$150 VISA gift card. If you need help, call 410-412-8280. SSI -Hi ##FirstName## from Maryland Physicians Care. It is time for your check up with your doctor. Go to your doctor, Urgent care or attend a free telehealth visit by calling 1-877-663-4333 to schedule by August 1st-Dec 31st, we will mail you a \$100.00 Visa gift card!

Hello ##FirstName## from Maryland Physicians Care. Did you know having a well visit every year with your child's doctor is the first step in managing your child's health. Your child's doctor can provide screenings and review your child's history during well visits. Call and schedule your Child's well visit to good health. 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, 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



September					
BCS	Seton Imaging	147	Saturday	9/4	9a – 12:45p
BCS	(mini) Seton Imaging	148	Wednesday	9/8	8:30a - 10:45
SSI	Dr Attman Optical Fair Eastpoint	176	Wednesday	9/9	10:15 - 12:45
BCS	UPMC Diagnostic Ctr Western MD	167	Thursday	9/9	Ip – 4p
BCS	JH White Marsh	136	Tuesday	9/14	Ip – 3:45
BCS	Medical Park Community Radiology	181	Saturday	9/18	8a – 11:45
SSI	Dr Attman Optical Fair Eastpoint	177	Wednesday	9/22	10:30 - 2:45
BCS	American Radiology (Fleet St)	119	Saturday	9/25	8a – 1:30
BCS	(mini) Seton Imaging	172	Wednesday	9/29	8:30a - 10:45
		October			
BCS	Greenbelt Community Radiology	161	Saturday	10/2	8:30a – 11:45
BCS	Seton Imaging	149	Saturday	10/9	9a – 12:45p
BCS	(mini) Seton Imaging	150	Wednesday	10/13	8:30a - 10:45
SSI	Dr Attman Optical Fair Eastpoint	178	Wednesday	10/13	10:30 - 2:45
BCS	Clinton Community Radiology	157	Saturday	10/16	8a – 12:15
BCS	American Radiology (Fleet St)	120	Saturday	10/23	8a – 1:30
BCS	(mini) Seton Imaging	173	Wednesday	10/27	8:30a - 10:45
SSI	Dr Attman Optical Fair Eastpoint	179	Wednesday	10/27	10:30 - 2:45
BCS	Advanced Radiology (Dundalk)	128	Thursday	10/28	Ip – 4p
		lovember			
BCS	Advanced Radiology (Dundalk)	129	Thursday	11/4	Ip – 4p
BCS	Seton Imaging	151	Saturday	11/6	9a – 12:45p
BCS	(mini) Seton Imaging	174	Wednesday	11/10	8:30a – 10:45
BCS	American Radiology (Fleet St)	121	Saturday	11/13	8a – 1:30
BCS	(mini) Seton Imaging	152	Wednesday	11/17	8:30a – 10:45
BCS	Frederick Comminuty Radiology	123	Thursday	11/18	9a - 11:45
SSI	Dr Attman Optical Fair Eastpoint	180	Wednesday	11/24	10:30 – 2:45
December					
BCS	Advanced Radiology (Dundalk)	130	Thursday	12/2	Ip – 4p
BCS	Seton Imaging	153	Saturday	12/4	9a – 12:45p
BCS	(mini) Seton Imaging	175	Wednesday	12/8	8:30a – 10:45
BCS	American Radiology (Fleet St)	112	Saturday	12/11	8a – 1:30
BCS	(mini) Seton Imaging	154	Wednesday	12/15	8:30a – 10:45
BCS	Advanced Radiology (Glen Burnie)	125	Wednesday	12/22	2р — 5р



Contact Information



Any Questions regarding HEDIS/Member Outreach, please feel free to contact:

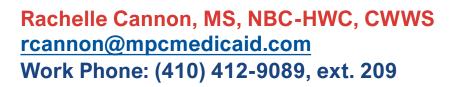
Sammi Turner M.B.A., D.H.A Quality HEDIS Manager MCI-MCMI for Maryland Physicians Care Email: Sturner@MPCmedicaid.com Office: 443-412-8287 Outreach: 410-412-8280 Cell 410-412-0394

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Prevention & Wellness Rachelle Cannon, MS, NBC-HWC, CWWS

Prevention & Wellness Manager

Prevention & Wellness Manager: New Hire



Who is she?

- Rachelle is a military veteran and board-certified health & wellness coach with over 20 years of experience providing healthy lifestyle education to diverse populations.
- She has a Master of Sports Science degree in Health & Fitness Management with experience in program development, management, and administration.
- Rachelle now works at MPC in Medical Management under the direction of Dana Pate, Director of QM.





Prevention & Wellness Manager: New Hire

physicians care Medicaid with a Heart

What she can do for providers:

✓ Serve as a point person for health education resources

- Breast cancer screening & awareness
- Diabetes management
- Pregnancy (prenatal & postpartum)
- Lead screening guidelines
- Asthma
- Preventive care & immunizations
- Controlling Blood Pressure (CBP)
- Coordinate outreach efforts of the Community Health Workers (CHWs) to for members identified with gaps in care
- Attend provider forums for health education Q&A

Feel free to contact Rachelle with any educational needs via email or phone: <u>rcannon@mpcmedicaid.com</u> or (410) 412-9089, ext. 209



Prevention & Wellness Manager: New Hire



What she encourages you to do:

- Continue to make referrals, particularly for:
 - Mammograms
 - Cervical cancer screening
 - Regular and diabetic eye exams
 - Blood pressure readings
 - Lead screening
- Ask members to serve on the Consumer Advisory Board (CAB)
- *Remind patients to visit www.mpcmedicaid.com to find calendar of outreach and educational events*
- Be on alert for the provider newsletters which include prevention and wellness articles quarterly
- Participate in the Webinar Satisfaction Survey following the provider forum; this helps us meet your needs regarding prevention, wellness, and health education

maryland

Medicaid with a Heart

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Pharmacy Updates

Jonathan Keyser, PharmD, MBA Director of Pharmacy



Effective October 4, 2021, MPC will be transitioning the review of select medications prescribed for the treatment of autoimmune disease. The reviews will be transitioned to our vendor Eviti.

Humira (adalimumab)	llaris (canakinumab)	Otezla (apremilast)
Taltz (ixekizumab)	Enbrel (etanercept)	Kevzara (sarilumab)
Simponi (golimumab) Simponi Aria (golimumab)	Xeljanz (tofacitinib) Xeljanz XR (tofacitinib)	Benlysta (belimumab) IV/Subq
Orencia (abatacept) IV/Subq	Stelara (ustekinumab) IV/Subq	

Autoimmune Pilot - Eviti



- 1. Prior authorization requests will need to be completed via the Eviti Connect® platform
- To assist in the transition, Eviti will be providing training sessions in September and October
- 3. The training schedule is listed on our provider website under Approved Drug Benefits (<u>https://www.marylandphysicianscare.com/providers/drug-benefits/</u>)

Autoimmune Pilot - Eviti



Training Schedule – Please follow the links on our website to sign up for one of the sessions below:

Date	Training Session #1	Training Session #2
09/21/2021	11:00 AM ET	2:00 PM ET
09/22/2021	1:00 PM ET	
09/23/2021	11:00 AM ET	2:00 PM ET
09/28/2021	11:00 AM ET	2:00 PM ET
09/29/2021	1:00 PM ET	
09/30/2021	11:00 AM ET	2:00 PM ET
10/05/2021	11:00 AM ET	2:00 PM ET
10/06/2021	1:00 PM ET	
10/07/2021	11:00 AM ET	2:00 PM ET

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COVID Vaccinations Dr. Bruce Vanderver, Chief Medical Officer



Vaccine updates

Continue to be 3 vaccines

Manufacturer	Туре	Specifics
Pfizer	mRNA	FDA approved age 16+ EUA ages 12 - 15
Moderna	mRNA	EUA ages 18+
J&J	Adenovirus base	EUA ages 18+



Why is vaccination important

The Delta variant is the prevalent strain of COVID

Delta is 2X as infectious as original COVID • Also doubles risk of hospitalization

Predilection for children and adolescents

Long term effects continue to mount

We don't want to be Idaho



CBS NEWS VEWS CBS MORNINGS HOW Idaho patients in hospital halls amid COVID rationed care By REBECCA BOONE Vesterday Idaho allows COVID-slammed hospitals to ration care for 1st time ever SEPTEMBER 8, 2021 / 7:19 AM / AP f Y I

Idaho begins rationing health care as Covid surge crushes hospitals

The move came as the state's confirmed coronavirus cases skyrocketed in recent weeks. Idaho has one of the lowest vaccination rates in the country.

Vaccination is effective



66% efficacy against infection
90% reduced risk of hospitalization
99% reduced risk of death
>50% reduced risk of "Long COVID"

Medicaid recipients are less likely to be vaccinated

We all need to encourage vaccination

Vaccine boosters



FDA has approved Pfizer and Moderna booster shots

At present, only approved for moderate to severe immunocompromised

- Patients receiving chemotherapy
- Stem cell transplants <2 years ago
- Primary immunodeficiency syndromes
- AIDS
- High dose corticosteroids

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Thank you for joining!