



4th Quarter Provider Forum

December 15, 2022

Provider Forum Agenda



Operation Updates -Temira Miller, Provider Relations Manager

- Provider Relations Team
- Adult Dental Benefit Administration
- Peer to Peer Review Process
- Claims Billing Requirement Reminder
- Availity Transition Reminder
- Provider Data Integrity

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

Health Education – Rachelle Cannon, Prevention & Wellness Manager

Pharmacy Updates – Dr. Keyser, Senior Director of Pharmacy

Influenza Update– Dr. VanDerver, Chief Medical Officer

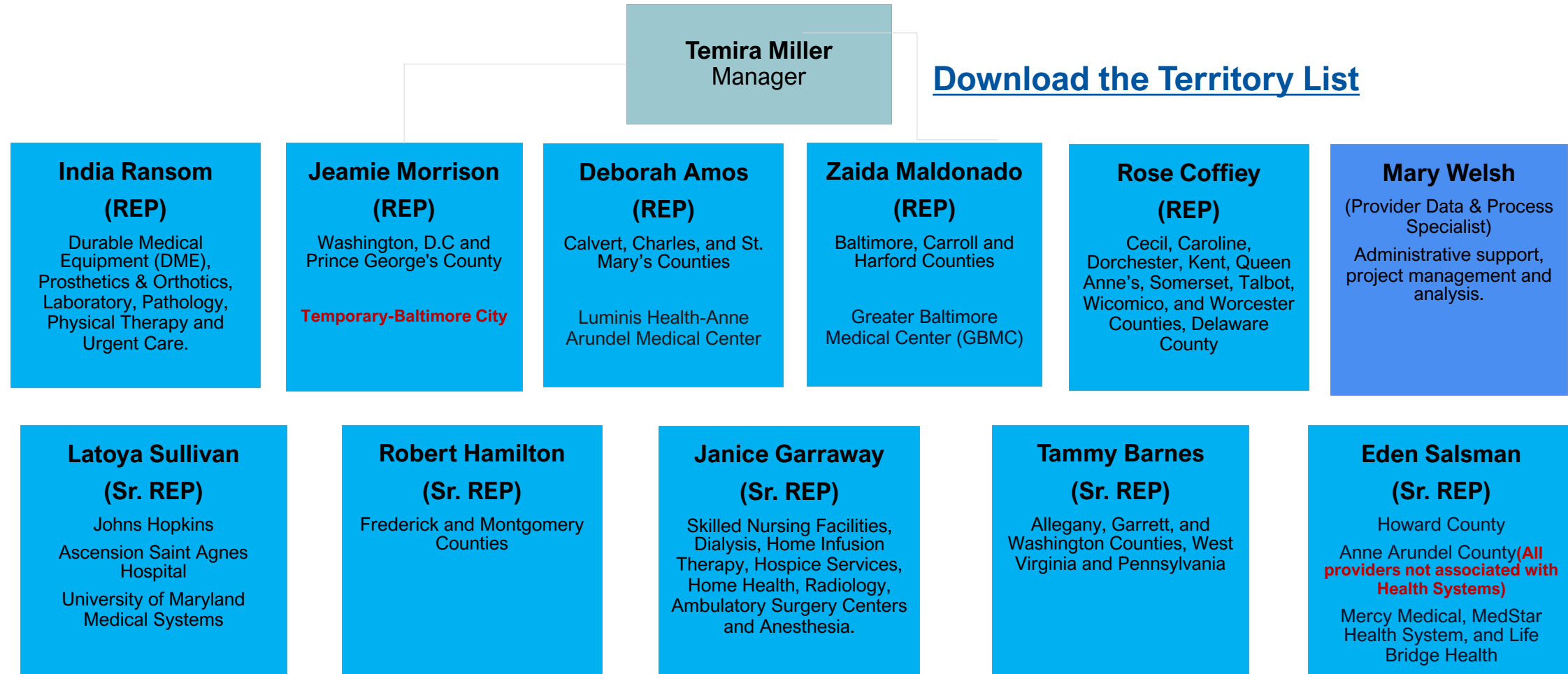


Operation Updates

Temira Miller

Provider Relations Manager

Provider Relations Team



Adult Dental Benefit Administration



Effective January 1, 2023, Maryland Medicaid will start providing dental coverage to adults beginning January 1, 2023. Health Choice members will now be covered under the Maryland Healthy Smiles Dental Program (MHSDP).

The MHSDP program will provide complete dental services. These include:

- Regular checkups and cleanings
- X-rays
- Fillings
- Extraction
- And more

If you have questions about the adult dental coverage expansion, call MHSDP at 1-855-934-9812.

Due to Maryland Medicaid's adult dental coverage, MPC will no longer cover adult dental services as of 1/1/2023. If you have questions about dental coverage before 1/1/2023 please call MPC's Customer Services at 800-953-8854.

Peer-to-Peer Review Process



If a request for service is denied due to lack of medical necessity, the requesting provider can request to speak with our Medical Director to conduct a Peer-to-Peer.

To request a Peer-to-Peer regarding a denial, please call **410-412-8297** and leave the following information:

- **Member name**
- **Member DOB**
- **Authorization #** (if known)
- **Caller's name and contact information**
- **Provider name** (Clinician to perform Peer-to-Peer)
- **Provider phone number**
- **Provider's available dates and time(s)** (MPC will try to accommodate the providers availability but please note that if the provider's availability is more than three (3) business days from the date of the request, the provider must file an appeal.)

The Peer-to-Peer request must be received by Maryland Physicians Care within two (2) business days of the initial notification of the denial.

Maryland Physicians Care has three (3) business days to respond to Peer-to-Peer requests.

Cont. Peer-to-Peer Review Process



If the MPC Medical Director returns the Peer-to-Peer request and leaves a message, the provider has two (2) business days to return the call, or the denial will be upheld, and the provider will need to file an appeal.

For Pharmacy services or Medications reviewed by ESI (Express Scripts), please contact Express Scripts for Peer-to-Peer requests at **1-800-753-2851**

For services reviewed and denied by NIA (National Imaging Assoc), please contact NIA for Peer-to-Peer questions at **1-800-424-4836**

Reminder New Clearinghouse

Availity is now live as of December 14, 2022. MPC's Payer ID, 76498, will remain the same.

Providers can register to access the Availity Essentials Portal at www.availity.com.



Claims Billing Requirement Reminder



REVENUE CODES 0250, 0258, 0636, or 0637

- Revenue Codes 0250, 0258, 0636, or 0637 must always include a valid NDC billed on claims.
- As of 12/01/2022 MPC will deny outpatient facility services for revenue codes 0250, 0258, 0636, or 0637 if the NDC is missing or invalid.

Administration Fee for Injectables (All Provider Types)

- Administration Fee for injectables (96372-96379) must be submitted with an allowable injectable code (drug or substance abuse service).
- Injectables are not payable when billed without one of the following injectable codes J0001-J9999, Q0001-Q9999, S0001-S9999 and C0001-C9999 for **same date of service**.
- Effective 01/01/2023 MPC will deny injectable if not billed with a corresponding drug.

Provider Data Integrity



Please contact us within ten days whenever you have changes to your demographic information, including accepting new patients. Members use this information to search for providers that meet their unique needs.

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

Member Redetermination Reminder



MPC NEEDS YOUR HELP!

1. The public health emergency (PHE) will be ending soon.
2. Medicaid coverage may end after the PHE.
3. Help your patients keep coverage with MPC by contacting:
 - a. Maryland's Health Connection at <https://marylandhealthconnection.gov>
 - b. Calling 855-642-8572
 - c. Visiting MPC Renew Membership to assist your patients
4. Remind your patients to take these critical steps to keep their MPC coverage



Questions and Answers



Thank You!



Quality Improvement-HEDIS Outreach

Last Call for 2022



Mammogram- All non-compliant members who attend a mammogram clinic will receive a \$150.00 gift card. Last clinic day is scheduled for 12/21/2022.

SSI Adult/Child- Any non-compliant member who completes a well visit/sick visit, telehealth visit, or attends a clinic day with MPC by 12/31/21 will receive a \$100.00 gift card.

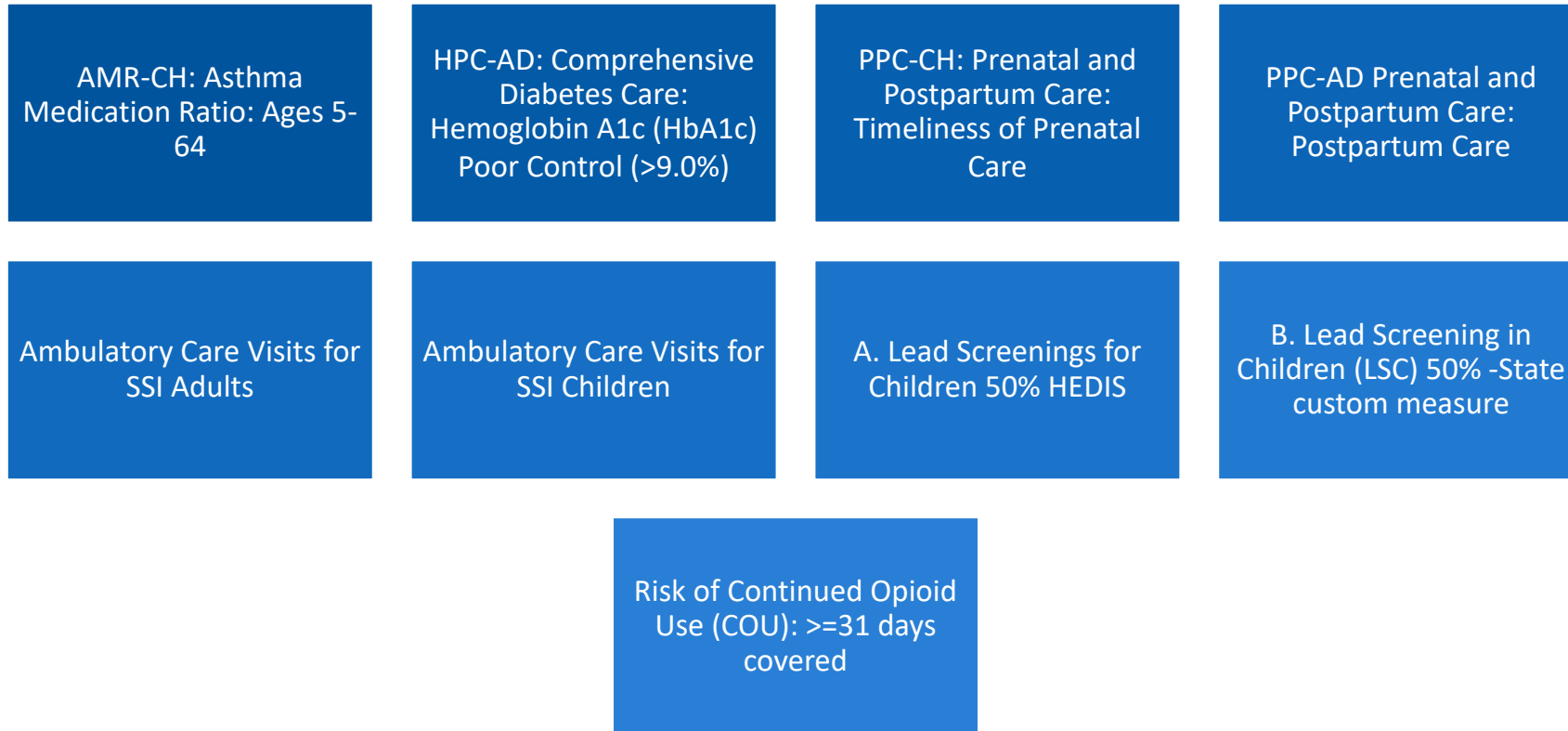
Postpartum- All members who complete their postpartum exam within 1-12 weeks will receive a \$50.00 gift card

AMR- Maryland Physicians Care is encouraging providers to write for 90-day prescriptions for formulary maintenance medications for Asthma.

Lead Testing- Please encourage all members to complete lead testing in the measurement year they celebrate a 1st birthday. Any non-compliant member who completes their lead testing will receive a \$50.00 gift card

Measure Year (MY) 2022 HEDIS Annual Project

- Medical Record Request- Faxing will begin mid-February 2023
- Please submit requested records within a week of receipt
- **Please FAX records** if possible. **HEDIS Fax 1-855-946-1758**
- If mailing please send via certified mail, UPS, or FedEx to:
 - Maryland Physicians Care
 - 1201 Winterson Rd, 4th Floor
 - Linthicum Heights, MD 21090
- Any questions please contact:
 - Amanda Hart, HEDIS Project Manager at 410-412-9718



2023 PHIP Measures

MPC 2023 PLANNED INTERVENTIONS

Interventions	Details
Text messaging/letter/calls	Multi-modal communication platform to engage membership into care
Home Visits- Home visits will continue in select coverage areas. Tele-health visits will continue to the SSI Adult/SSI child populations based on the preference of the member.	Coverage areas: Baltimore/Central MD, PG and Montgomery Counties Tele-health has no coverage area exclusions.
Remote Access Scheduling- Providers who grant MPC remote access scheduling	MPC will provide targeted outreach select Gap in Care measure to include both PHIP and Performance Monitoring HEDIS measures. Outreach includes telephonic/text/calls and scheduling directly to PCP office.
Clinic Days- Will continue in 2023 for BCS, SSI/Diabetic Eye populations	MPC will receive transportation and gift card the same day they attend and complete clinic day. All members must schedule appointment for clinic day via HEDIS outreach at 410-412-8280.

2023 Member Incentives

Measure	Requirement	Incentive
Breast Cancer Screening (BCS)	Women 52-74 years of age as of December 31, 2023, who had at least one mammogram between October 1, 2021, and December 31, 2023 Exclusion: Bilateral Mastectomy	<ul style="list-style-type: none"> Any member who attends a clinic day will receive a \$75.00 gift card Members who complete mammogram screening on their own April 1st-Sept will receive a \$75.00 gift card- This is claim based
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	<ul style="list-style-type: none"> 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 a clinic day will receive a \$75.00 gift card Alegis can provide either a telehealth visit or in the home visit for SSI members not engaged in care
Diabetic Eye Exams	An eye screening for diabetic retinal disease by an optometrist or ophthalmologist Member can maintain compliance for 2 years if in both eyes it is notes as Dilated retinal eye exam with interpretation by optometrist/ophthalmologist <u>without</u> evidence of retinopathy CPT 2023F	<ul style="list-style-type: none"> Any member who attends a clinic day will receive a \$75.00 gift card (Clinics are limited)
Lead- Any member born in 2022, celebrating a first birthday in 2023	All Medicaid members need to complete lead testing. The incentive targets the State non-compliant Lead members.	Members who remain non-compliant at 15 months of age will be offered a \$50.00 gift card to complete lead testing
Postpartum	Deliveries that had a postpartum visit on or between 7days and 84 days after delivery	<ul style="list-style-type: none"> 57170,58300, 59430,9950I or F Code 0305F Incentive is claim based. Card mails when MCO receives claim Member will receive a \$50.00 Visa gift card <p>Alegis can provide telehealth or in home visit</p>

W15 MILESTONE TEXT CAMPAIGN

MPC will continue to provide a milestone text campaign. The campaign will provide a series of education text on “What to expect at your baby’s Visit with their Pediatrician”

- 1 month – Visit Reminder
- 2 months – Visit Reminder & Tips
- 4 months – Visit Reminder
- 6 months – Visit Reminder & Barriers
- 9 months - Immunizations & Lead
- 12 months - Immunizations & Lead
- 15 months – Completing 6th Visit

DIABETIC CARE

MPC will launch an interactive text campaign that will span over a course of 8 to 12 weeks. Campaign will include text/email and offer Education, Quick Links, and streaming video content.

Target:

- Ages 18-64
- Either Type 1 or Type 2
- Members who have a true diabetes (A1c level = 6.5%+)

Objectives:

- Drive completion rates of: HbA1C screening, diabetic eye exam, nephropathy screening, foot exam, and blood pressure screening
- Uncover barriers to preventive care screenings
- Improve health literacy by educating on benefits of screenings

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
Outreach: 410-412-8280
Cell 410-412-0394



Provider Education

Rachelle Cannon, Prevention & Wellness Manager

SUPPORT FOR YOU AS OUR VALUED PROVIDERS!



Health Education Needs:
requests for additional general health
education via the MPC website

<https://www.marylandphysicianscare.com/providers/health-education-request/>



Member Outreach:
referral to the Local Health
Department for those who have fallen
out of care via Provider Forms

<https://www.marylandphysicianscare.com/wp-content/uploads/2020/12/local-health-services-form.pdf>



Cultural Competency:
free training resources on the Provider
Training Resources Page

<https://www.marylandphysicianscare.com/providers/cultural-competency-training/>



Pharmacy Updates

Jonathan Keyser, PharmD, MBA
Senior Director of Pharmacy

Formulary Changes

October 2022				
No Changes				
November 2022				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Trulicity	<i>GLP-1 agonist</i>	Add step-therapy	12/15/2022	N/A
Ozempic	<i>GLP-1 agonist</i>	Add step-therapy	12/15/2022	N/A
Xeljanz & Xeljanz ER	<i>DMARD</i>	Add to formulary w/PA	01/15/2023	N/A
December 2022				
No Changes				

Medication Therapy Management (MTM)

- Starting in October 2022, MPC implemented a new pharmacy program called medication therapy management (MTM)
- The program is led by an MPC clinical pharmacist and a pharmacy benefit specialist
- The goal of the program is to provide optimal therapeutic outcomes through improved medication utilization, addressing drug interactions and reducing risk of adverse drug events

Medication Therapy Management (MTM)

- The MTM team is focusing efforts to improve adherence and address medication questions for our members
- MPC is currently targeting adherence related HEDIS metrics for CY2022
- MPC is assessing future opportunities to improve medication utilization for our members including:
 - Polypharmacy referrals
 - Chronic condition management



Influenza Vaccine

Dr. Glen VanDerver, Chief Medical Officer

Influenza Update



- Influenza season is upon us.
- 2022-23 season is already the worst in a decade.
- 9 million+ cases of flu this year
- Over 5,000 deaths

Influenza Update

Flu testing twice as often as prior years

Positivity rate is 25% vs 6%

- Influenza A is most common (>99%)
- H3N2 (79%) and H1N1 (21%) account for most subtypes

Significant strain on the medical system

- Over 5 million office visits this year
- 80,000 hospitalizations

Influenza Vaccines

Influenza vaccination offers the best protection

Vaccine uptake this year has been variable

- Children are lower than pre-pandemic
- Older adults have an increased uptake; younger adults has been lower

Vaccination rates are still low

- ~40% in younger adults
- ~60% in children

Influenza Vaccination

ACIP recommends all patients 6 months+ get vaccinated

Influenza vaccine appears to be 50% efficacious this year

High risk populations

- Pregnant women
- Children under 5 years
- Adults over 50 years
- People with chronic conditions
- People with morbid obesity (BMI>40)
- Native Americans

Thank You For Your Time!
Any Questions

MPC Provider Forum Feedback Survey





Thank you for joining!