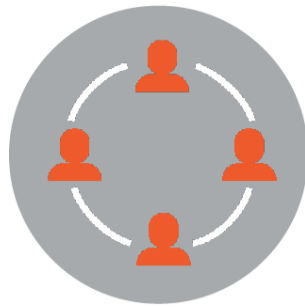


Provider News Bulletin September 2021



Network Development and Provider Relations (NDPR) Update

The NDPR Department at PHP continues to focus on engaging and supporting our provider community. While the pandemic paused our plans to meet face-to-face, we continue to engage virtually with the provider community. The NDPR team remains available to assist you with any questions, comments, suggestions, and/or challenges.

Earlier this summer, we were sad to see Sandra Petrus and Michele Hope leave the NDPR team for new opportunities. We greatly appreciated their efforts! Please join us in welcoming two new colleagues who have been transferred from other departments within PHP. These new Account Managers, thanks to their previous experience with our enrollees and providers, offer us valuable and new perspectives!

Eric Cannella (ecannella@phpcares.org) joined us from the Care Management team where he worked in the Nassau region; he had also previously managed Willowbrook members. Eric will be responsible for the Nassau, Suffolk, Brooklyn, Queens, and Staten Island provider network.

David Tanis (dtanis@phpcares.org) joined us from the Enrollment team where he worked in the Bronx, Westchester and Rockland regions. Based on that experience, David will be responsible for providers in those same counties, with the addition of Manhattan.

As always, please contact your account manager or providerrelations@phpcares.org for assistance.



Partners Health Plan to Present at Whole Person Care Summit and MHPA 2021 Conference

Partners Health Plan (PHP) Chief of Member Relations & Advocacy, Karleen Haines, will be presenting at the [Whole Person Care Summit](#) on September 22nd. The summit will showcase how today's leading health plans are harnessing technological innovations and accessing and sharing data with providers, plan members, the community and across the enterprise to better understand and communicate with their populations and support social determinants of health.

PHP's presentation will review how health plans can improve and maintain member engagement for members with special needs. **The audience will learn more about PHP's innovative programs uniquely designed to support adults with intellectual and/or developmental disabilities (I/DD).** Other innovations include the development of participant/parent/ advocate and advisory group engagement initiatives, access to virtual and interactive education sessions, and more.

PHP's Chief Executive Officer, Kerry Delaney and [StationMD](#) Chief Strategy Officer, Dr. Maulik Trivedi, will **co-present at the upcoming Medicaid Health Plans (MHPA) of America 2021 Conference** on September 23rd. They will present data findings from a [year-long demonstration project](#) designed to improve access to quality medical care for people with intellectual and/or developmental disabilities (I/DD), while also significantly reducing Medicaid expenses through telehealth services.

[CLICK HERE](#) for more information on the session and the full #MHPA2021 agenda

Read more about PHP's other recent presentations:

- [PHP Presents "Taking Charge of Your Health" at Self-Advocacy Association of NY State's \(SANYS\) Long Island Regional Conference](#)
- [Partners Health Plan Voted Best Presentation at NYSTEC Conference on Telehealth](#)



Join Partners Health Plan in Celebrating Direct Support Professionals

Direct Support Professionals (DSP) are the heart of the country's care economy, and they work tirelessly and compassionately to help vulnerable individuals live a quality life. During the COVID-19 pandemic, they have been heroes keeping our members safe!

PHP Members, families and advocates helped Partners Health Plan recognize Direct Support Professionals during this year's DSP Recognition Week (September 12 -18) by sharing short stories about how a DSP has impacted or improved their quality of life or that of a loved one. [READ THEIR STORIES!](#)



Dental Corner

Effective January 1, 2022, PHP's new dental benefit manager will be DentaQuest. If you are a current DentaQuest participant, they should have notified you in August 2021 of this change. Your DentaQuest contract will supersede your previous contract with Partners Health Plan for BeneCare. Without a DentaQuest contract you will no longer be allowed to service PHP enrollees.

If you have any questions or would like to partner with DentaQuest to continue servicing members of PHP Care Complete FIDA-IDD Plan, please email NYProviderEngagement@dentaquest.com.

Please continue to submit claims for services rendered to PHP enrollees on or before December 31, 2021, to BeneCare to ensure prompt payment. Services rendered beginning January 1, 2022, must be billed to DentaQuest.



Annual PHP Provider Satisfaction Survey Scheduled for Fall 2021

Once again, Partners Health Plan will be distributing our annual Provider Satisfaction Survey. We use this survey to identify provider satisfaction or improvement areas that will require additional focus. This is part of our ongoing commitment

to work closely with our provider partners. The survey will be distributed in the coming weeks and will close on November 1st. We will report our results in the next issue of the Provider News Bulletin. Thank you in advance for your valued input!



Changes to PHP EOP

PHP is implementing a minor change to provider EOPs. Rather than displaying a masked Social Security Number for your patients (example: xxx-xx-1234), we will now display the member's PHP ID number beginning with 4500.



PHP Makes Claim Submissions Easy

PHP would like to remind our providers of the ease of establishing and submitting claims electronically. In addition, we would like to also remind everyone to regularly confirm with their billing service that all electronic submissions have been successfully transmitted and received. If the claim is not successfully transmitted, there will be delays in PHP's ability to adjudicate the claims on a timely basis.

To ensure prompt adjudication, please remember to send all claims to PHP using one of the following options:

- Mail: Partners Health Plan P.O. Box 16309 Lubbock, TX 79490
- Electronic Submission: Set up electronic claim submissions Change HealthCare EDI Claim Submission Change HealthCare Submitter ID: 14966 Change HealthCare
- Phone: 888-363-3361 (Note: a fee will be charged for setting up electronic claims mission online, you may also call HealthSmart Clearinghouse at 888-744-6638 to set up the electronic claim submission free of charge).

[CLICK HERE](#) to view all previous PHP Provider Newsletters.

Do you have questions or concerns? Please contact Partners Health Plan's Network Development and Provider Relations team at providerrelations@phpcares.org

**Partners Health Plan
655 3rd Avenue, 2nd Fl.
New York, NY 10017
(855) 747-5483
PHPCARES.ORG**