

Provider Network Newsletter

Fall 2020



Network Development and Provider Relations (NDPR) Update

The NDPR Department at PHP has continued to focus on engaging and supporting our provider community, especially during these very difficult times. While the pandemic has shifted the mode in which this engagement occurs, the NDPR team continues to meet with providers virtually. The team is available to assist you with any questions, comments, suggestions or challenges. Please contact your account manager or providerrelations@phpcares.org.

The PHP NDPR Department is excited to announce that Susan Wallach has accepted an account management role for our developmental disability organizations. Ms. Wallach has a long history of working for PHP in different roles over years and is an invaluable member of the team. Susan can be reached at swallach@phpcares.org.

As a reminder, the PHP NDPR health care account managers are **Sandra Petrus** (Manhattan, Bronx, Westchester and Rockland region) and **Michele Hope** (Kings, Richmond, Queens, Nassau and Suffolk region). The entire team looks forward to working with all our provider partners.

As always, please contact us with questions, comments, or concerns at providerrelations@phpcares.org.



Important Pharmacy Update

A very important change will be effective January 1, 2021, when Partners Health Plan begins partnering with MedImpact as our new pharmacy benefit manager (PBM). We are confident that this new partnership will increase overall quality and satisfaction for our enrollees and providers.

[CLICK HERE](#) for key updates and important information on this transition and working with MedImpact and contact providerrelations@phpcares.org with any questions.



Supporting Participants through PHP Care Managers

PHP recognizes the importance of good preventive care in supporting the overall health and wellness of our participants. We all know that staying healthy helps our participants with chronic medical conditions stay out of the hospital. Maintaining one's health is more critical than ever with the COVID-19 pandemic. PHP is committed to ensuring that our participants with chronic medical conditions and at higher risk for COVID-19 infection, receive preventive care information and education.

A hallmark of PHP's Care Coordination model is our frequent, routine contact with participants. Beginning in September, we focused on preventive care. PHP's clinically licensed Care Managers provided outreach to all participants, especially those at highest risk with underlying health conditions such as diabetes to discuss necessary preventive care follow-up. Participants with appointments and/or testing coming due were supported to ensure their conditions were properly managed.

Additionally, all participants are being educated on the importance of receiving a flu vaccine this year with the COVID-19 infection rates continuing to increase. Care Managers are distributing educational materials, scheduling appointments, and offering in-home flu vaccines for participants who are reluctant to leave the home for a vaccine. Support will continue throughout the remainder of this year and into 2021.

The ongoing partnership with our provider community is so vital to help participants reduce their risk of becoming ill. Please contact the PHP Care Coordination department if we can assist you with the PHP participants you support.



A Message from PHP's Chief Medical Officer Dr. Stephen Deutsch

As cooler weather approaches, there is concern about a second wave of COVID-19. This is compounded by the opening of indoor dining in the greater metropolitan area and the impending flu season.

Studies have demonstrated that being indoors with poor ventilation, at home or at a restaurant creates a higher risk for contracting COVID-19, while getting the flu can stress the immune system leaving a person more vulnerable to the severity of COVID-19, should they become infected.

To deal with these issues, **PHP Care Managers began contacting participants during the month of September to discuss necessary preventive care follow-up and the importance of receiving a flu vaccine.** These efforts will continue in October, with additional outreach to participants and families/caregivers to educate them on wearing a facial covering, social distancing, indoor ventilation, and hand washing. In addition, we have created educational pamphlets that have been approved by the Centers for Medicare & Medicaid Services (CMS) for members and their caregivers to support the Care Managers' efforts.

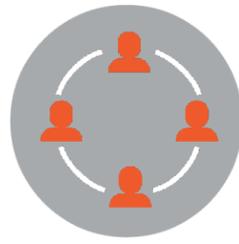
Articles dealing with the potential for a second COVID-19 wave, its causes and PHP's approach to the threat, have been documented in recent member newsletters. Our Quality Department will continue to monitor members who should receive flu shots and also report any instances of PHP members contracting COVID-19 in their residences and community.

It's never too soon to talk to your patients about the flu season, especially this year. You may download and share the [PHP Flu Season Flyer](#) to discuss with your patients.



Deadline Approaching for Care of Older Adult Healthcare Assessments

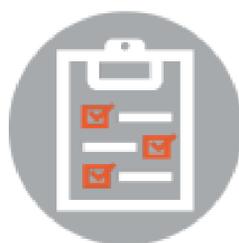
Partners Health Plan's Quality Management Department is in the final stages of distribution and collection of the annual Care of Older Adult ("COA") assessments. We will be sending assessment packages for patients that meet the COA attribution criteria. Please review those assessments and if you identify any discrepancies, please note them, and return to PHP. If you agree with the information, please sign, place a copy in the patient's chart, and return to PHP via fax at 646-933-0763. Please contact Barbara Garcia, PHP's Quality Specialist at bgarcia@phpcares.org if you have questions.



Welcome New Network Providers

Partners Health Plan welcomes the following ancillary providers that recently joined the PHP Participating Provider Network:

- The Foot Center of New York
- Community Care Home Health
- DSS Urology
- Diet Delights (Nutrition)



Keeping Your Information Up-to-date

If your organization has moved, added locations or services, changed telephone or fax numbers, email address(es) or updated W-9 information, please ensure you keep PHP updated on those changes.

To ensure expeditious claim payment and correct listing in our Provider Directory, please email your updated information to phpproviders@healthsmart.com.



Provider Satisfaction Survey Results Reviewed

As we shared in our last Provider Newsletter, Partners Health Plan completed its annual Provider Satisfaction Survey in June 2020. The survey was randomly distributed to participating providers by both email and standard mail. These surveys are an important way for us to assess whether we are meeting your needs. We will use the survey results to identify improvement areas for serving you. In addition, the utilization of technology is a key area of interest as we look for virtual tools to collaborate with one another.

This year's survey results gave us a baseline to evaluate how providers perceived PHP and future initiatives. Nearly 100 providers completed the survey. Some of the key findings were:

- 85% of respondents stated overall satisfaction with Provider Relations and Credentialing activities.
- 89% had positive reaction to our claim payments and processing
- 81% communicated approval of our utilization management process
- 78% approved of our quality initiatives.

As a follow-up and next step, we plan to develop an action plan for improvement areas. If you have any questions about the survey or would like more information, please contact providerrelations@phpcares.org.



PHP Makes Claim Submissions Easy

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

By Mail:

Partners Health Plan
P.O. Box 16309 Lubbock, TX 79490

By Electronic Submission:

- Set up electronic claim submissions
- Change HealthCare EDI Claim Submission
- Change HealthCare Submitter ID: 14966
- Change HealthCare Phone: 888-363-3361

(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 electron claims 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

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