



# Welcome to New Hampshire Healthy Families

# Presentation Outline

- Overview of Centene and NH Healthy Families
- Specialty Companies
- Provider Relations
- Website and Secure Portal Tools
- Member Eligibility
- Claims
- Medical Management and Medical Records
- Value-Added Services
- Cultural Competency
- Questions

# Overview of New Hampshire Healthy Families

## Who is New Hampshire Healthy Families?

- New Hampshire Healthy Families, is a product of Granite State Health Plan, a Managed Care Organization (MCO) contracted with the New Hampshire Department of Health and Human Services (DHHS) to deliver a Case Management program to citizens of New Hampshire eligible for Medicaid benefits
- Granite State Health Plan's management company, Centene Corporation (Centene), has been providing comprehensive managed care services to individuals receiving benefits under Medicaid and other government-sponsored healthcare programs for more than 27 years
- Effective December 1, 2013

- Home Office in Bedford, New Hampshire
  - Local CEO
  - Local Call Center
  - Local Integrated Care Teams
  - Local Medical Management
  - Local Provider Relations and Contracting
  - Providing service in 10 counties (Coos, Grafton, Carroll, Sullivan, Merrimack, Belknap, Strafford, Cheshire, Hillsborough & Rockingham)



# Specialty Companies

# Pharmacy Management

US Script will administer:

- The pharmacy benefit New Hampshire Healthy Families
- The Preferred Drug List is developed and posted to the website at [www.NHhealthyfamilies.com](http://www.NHhealthyfamilies.com)
- The BIN # for claims submission is 008019
- US Script may be contacted at 866-769-3085
- US Script is a subsidiary of Centene Corporation

# Vision Management – Total Vision

Total Vision will administer:

- All services billed by an Ophthalmologist or Optometrist
- For questions regarding Total Vision, please call New Hampshire Healthy Families at **866-769-3085**
- Please visit [www.NHhealthyfamilies.com](http://www.NHhealthyfamilies.com)
- Paper Claims for vision services should be submitted to:

Total Vision  
P.O. Box 7548  
Rocky Mount, NC 27804

- Electronic claims may be submitted to payer ID **56190**
- OptiCare (d/b/a Total Vision) is a subsidiary of Centene Corporation

# National Imaging Associates, Inc. (NIA)

Outpatient Procedures  
Requiring  
Prior Authorization

- CT/CTA
- CCTA
- MRI/MRA
- PET
- Nuclear Cardiology /Nuclear Stress / MPI
- Stress Echo
- Echocardiography
- Only non-emergent procedures performed in an outpatient setting require authorization with NIA

Excluded Program:  
Procedures Performed in the  
Following Settings:

- Hospital Inpatient
- Observation
- Surgery Center
- Emergency Room

## National Imaging Associates, Inc. (NIA)

- CPT codes specifically noted in New Hampshire Healthy Families Claims Resolution/Utilization Review Matrix - available at [www.NHhealthyfamilies.com](http://www.NHhealthyfamilies.com) or on NIA's website: [www.RadMD.com](http://www.RadMD.com)
- Ordering physicians must obtain prior authorization. Use NIA's website – RadMD to request prior authorizations
  - User-Friendly, near-real-time Internet tool offered by NIA
  - RadMD available 24/7 to request and confirm impacted service
  - Or by calling NIA at 866-912-6285, M-F 8:00 a.m. to 8:00 p.m. and Saturday, 8:00 a.m. to 1:00 p.m.
- Helpful resources including Clinical Guidelines, Frequently Asked Questions (FAQ's) and other educational documents.
- Rendering Providers may check authorizations determinations via RadMD
- To get started, go to [www.RadMD.com](http://www.RadMD.com)
- For Provider Relations questions, concerns, auth issues, please contact Charmaine Gaymon at 410-953-2615 or [csgaymon@magellanhealth.com](mailto:csgaymon@magellanhealth.com)

# Cenpatico Behavioral Health

## Cenpatico Behavioral Health

- Cenpatico is strongly committed to the philosophy of providing appropriate treatment at the least intensive level of care that meets the member's needs. We believe that individualized consideration and evaluation of each member's treatment needs are required for optimal medical necessity determinations. Unless inpatient treatment is strongly indicated and meets Medical Necessity Criteria, outpatient treatment is generally considered the first choice treatment approach.
- **We appreciate your partnership with Cenpatico in maintaining the highest quality and most appropriate level of care for our members**

# Cenpatico Customer Service

**888-282-7767**

[www.cenpatico.com](http://www.cenpatico.com)

- Our provider website allows providers and office staff access to key information at their convenience, 24 hours a day / 7 days a week. Providers may register to gain access to secure functionality which includes
  - ❖ **Member Eligibility Verification**
  - ❖ **Electronic Professional & Institutional Claims Submission and status checks**
  - ❖ **Authorization Requests & Status Inquiries**
  - ❖ **Access to Training Information**
  - ❖ **Claim Adjustments**
  - ❖ **EOPs**
  - ❖ **Email**
  - ❖ **Downloadable Forms**
  - ❖ **Important Links**

# Cenpatico Behavioral Health

- Specialty Therapy and Rehabilitative Services (STRS)
- ***Initial evaluation does not require prior authorization by an participating provider***
- Fax prior authorization requests to Cenpatico at 877-658-0322 or submitted electronically via the New Hampshire Healthy Families' secure website
- Medical Necessity Criteria has been developing using Clinical Practice Guidelines developed by the Professional Associations for Speech, Physical and Occupational Therapy in addition to InterQual® criteria. Medical Necessity Criteria can be found at [www.Cenpatico.com](http://www.Cenpatico.com)
- Cenpatico's specialized approach allows for real time interaction between Cenpatico and the provider to best meet the overall therapeutic needs of the members

# Cenpatico Contact Information

Steven Stefanick

Provider Relations Specialist

603-716-4677 - 866-739-3424

[sstefanick@cenpatico.com](mailto:sstefanick@cenpatico.com)

Specialty Therapy and Rehabilitative Services (STRS)

Julie Stover

512-876-0843

[jstover@cenpatico.com](mailto:jstover@cenpatico.com)



# Provider Relations Services

# Welcome Packet

- Provider Quick Reference Guide
- Provider Information for Medical Services
- Provider Portal Information Sheet
- Prior Authorization Fax Forms
- Notification of Pregnancy Form
- Member Connections Brochure/Referral Form
- PCP Change Form
- PaySpan Flier
- HEDIS Guides

# Provider Relations Specialist

- Serves as the primary liaison between the Plan and our provider network
- Coordinate and conduct ongoing Provider education, updates and training
- Demographic Information Update
- Initiate credentialing of a new practitioner
- Facilitate to inquiries related to administrative policies, procedures, and operational issues
- Monitor performance patterns
- Contract clarification
- Membership/Provider roster questions
- Assist in Provider Portal registration and Payspan

# Provider Resources

## **Provider Summit Calls**

Starting: November 7<sup>th</sup> and every Thursday during the month of November

Month of December, every Tuesday and Thursday

Time: 2-3pm

## **Webinars Orientations**

Starting: November 13<sup>th</sup> through December 18<sup>th</sup> every Wednesday

Time: 10-11am and 2-3pm

Visit [www.NHhealthyfamilies.com](http://www.NHhealthyfamilies.com) for details

Toll-free dial-in number (U.S. and Canada):

(855) 351-5537

Conference code:

3580518823



# Website and Secure Portal Tools

# Web-Based Tools

- Public site at [www.NHhealthyfamilies.com](http://www.NHhealthyfamilies.com)
  - Provider Manual and Billing Manual
  - Provider Information for Medical Services
  - Prior Authorization Code Checker
  - Operational forms such as Prior Authorization Forms, Notification of Pregnancy forms etc...
  - Clinical Practice Guidelines
  - Provider Newsletters and Announcements
  - Plan News
  - Find a Provider
- New Hampshire Healthy Families is committed to enhancing our web based tools and technology, provider suggestions are welcome
- Contact Provider Services at 866-769-3085

# Provider Secure Portal



The screenshot shows the 'For Providers' page of the New Hampshire Healthy Families website. At the top left is the logo and tagline 'A health insurance company for New Hampshire's Medicaid population.' Navigation links for 'Home', 'Contact Us', and 'Search' are in the top right. The main content area features a 'Who We Are' section with a photo of a woman holding a baby and a 'For Providers' sidebar with 'Join Our Network' and 'More Information' buttons. A 'Featured Information' section at the bottom contains three tiles: 'Product Name', 'Sign Up for our mailing list!', and 'Become a Provider'.

Through the Secure Web Portal Providers can:

- Check Member Eligibility
- Submit Prior Authorization Requests
- View Patient Lists and Care Gaps
- Submit, view and adjust claims
- View Payment History

**Registration is FREE and easy!**

- Registration begins on November 1, 2013
- Must be a participating provider or if non-participating, must have submitted a claim



# Member Eligibility

# Member ID Card



NAME: Jane Doe

MEDICAID ID#: XXXXXXXXXXXX      BIN: 008019

PCP Name:

PCP Phone:                                      DOB:

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#### IMPORTANT CONTACT INFORMATION

If you have an emergency, call 911 or go to the nearest emergency room (ER).  
Emergency services by a provider not in the plan's network will be covered without  
prior authorization. [www.NHhealthyfamilies.com](http://www.NHhealthyfamilies.com)

#### Members:

Member Services: 1-866-769-3085  
TDD/TTY: 1-855-742-0123  
24/7 NurseWise: 1-866-769-3085  
Vision: 1-866-769-3085  
Pharmacy: 1-866-862-8615  
File a Grievance: 1-866-769-3085

#### Medical Claims:

New Hampshire Healthy Families  
Attn: Claims  
PO Box 4060  
Farmington, MO 63640-3831

#### Providers:

Provider Services: 1-866-769-3085  
IVR Eligibility Inquiry - Prior Auth:  
1-866-769-3085

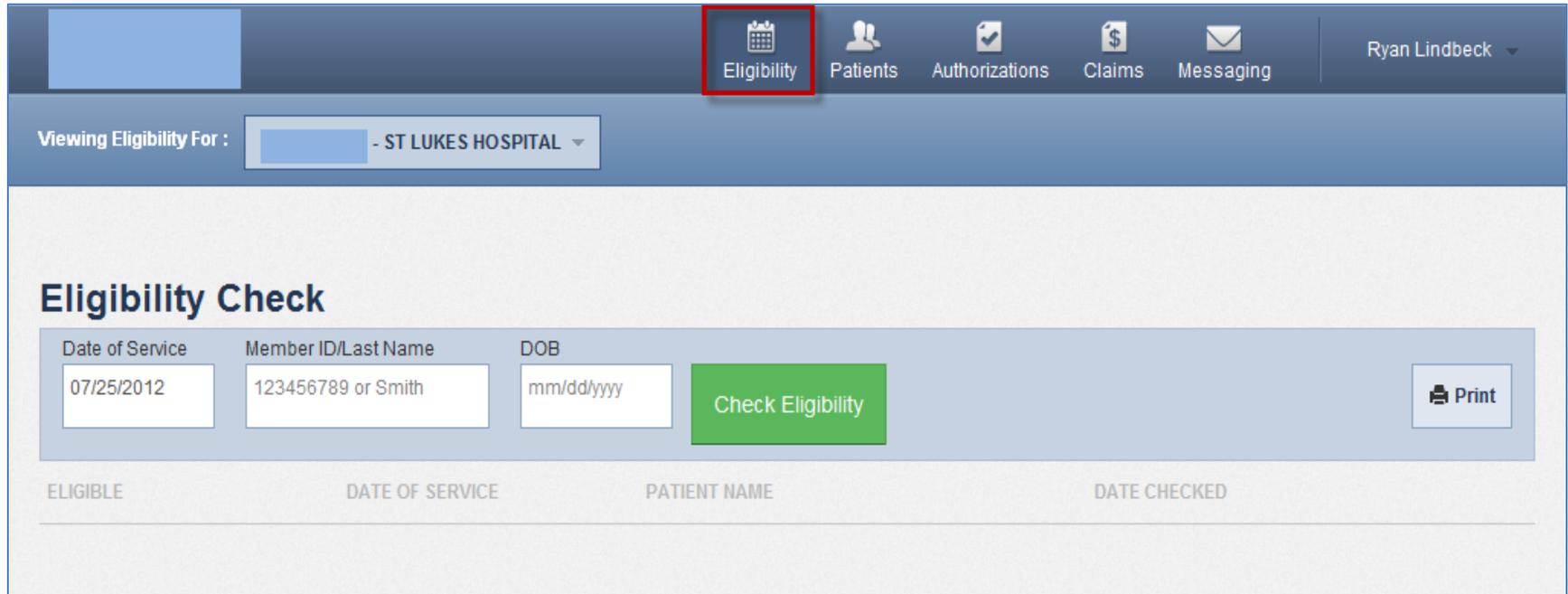
**New Hampshire Healthy Families  
Address:**  
264 South River Road  
Bedford, NH 03110

EDI/EFT/ERA please visit  
Provider Resources at  
[www.NHhealthyfamilies.com](http://www.NHhealthyfamilies.com)

# On-line Eligibility Verification

[www.NHhealthyfamilies.com](http://www.NHhealthyfamilies.com)

\*Must be a registered user on the secure portal



The screenshot shows the user interface of the online eligibility verification portal. At the top, there is a navigation bar with icons for Eligibility (highlighted with a red box), Patients, Authorizations, Claims, and Messaging. The user's name, Ryan Lindbeck, is displayed in the top right corner. Below the navigation bar, there is a dropdown menu for "Viewing Eligibility For:" currently set to "ST LUKES HOSPITAL". The main content area is titled "Eligibility Check" and contains a form with the following fields:

DATE OF SERVICE	MEMBER ID/LAST NAME	DOB		
<input type="text" value="07/25/2012"/>	<input type="text" value="123456789 or Smith"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="button" value="Check Eligibility"/>	<input type="button" value="Print"/>

Below the form, there is a table header with the following columns:

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED
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You may also use our Interactive Voice Response (IVR) system  
1-866-769-3085



# Claims

# Claims Information

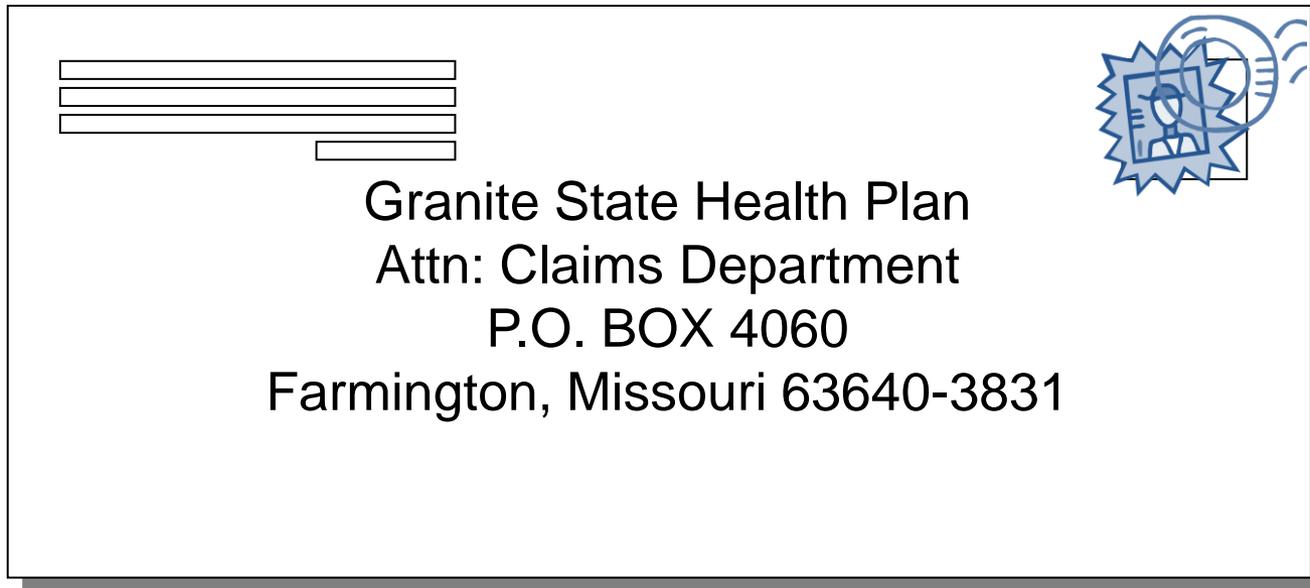
- Clean Claim
  - A claim that is received for adjudication in a nationally accepted format in compliance with standard coding guidelines and does not have any defect, impropriety, lack of any required documentation or particular circumstance requiring special treatment that prevents timely payment
- Exceptions
  - A claim for which fraud is suspected
  - A claim for which a third party resource should be responsible

# Claims Information

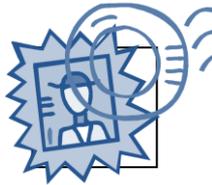
- New Hampshire Healthy Families' Standard Timely Filing:
  - Providers should make *best efforts* to submit within 180 calendar days from date of services
  - New Hampshire Healthy Families will **not** accept claims over 365 days from the date of service
- New Hampshire Healthy Families Standard Request for Reconsideration, Claims Disputes & Corrected Claims:
  - Request for reconsideration, claim disputes or corrected claims must be submitted within 180 calendar days from original notification or payment or denial
  - Request for denial reconsideration, claim disputes or corrected claims **cannot exceed 15 months** from original date of service

# Claims Information

- Paper Claims, Corrected Claims, \*Claims Disputes, Request for Reconsideration mailing address:



Granite State Health Plan  
Attn: Claims Department  
P.O. BOX 4060  
Farmington, Missouri 63640-3831



\*Claims disputes must be accompanied by the Claim Dispute Form located at [www.NHhealthyfamilies.com](http://www.NHhealthyfamilies.com)

# Claims Information

New Hampshire Healthy Families' Payer ID

- **68069 (medical)**
- **68068 (behavioral, Cenpatico)**

Clearinghouses (not an all inclusive list)

- Emdeon
- Gateway
- SSI

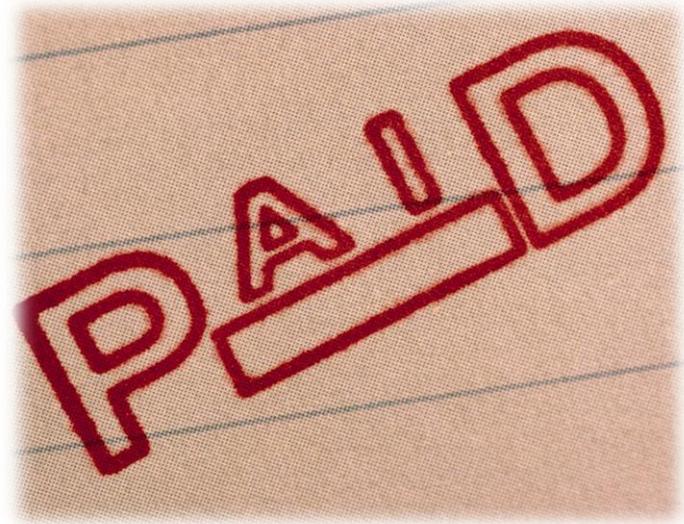
EDI Contact:

800-225-2573 ext. 25525

E-mail: [EDIBA@centene.com](mailto:EDIBA@centene.com)

New Hampshire Healthy Families' Secure Portal

[www.NHhealthyfamilies.com](http://www.NHhealthyfamilies.com)



# PaySpan® Payment Remittance Advice

- Electronic Funds Transfer (EFT)
- Electronic Remittance Advice (ERA)
- Free and fast online enrollment
- Register at [www.payspanhealth.com](http://www.payspanhealth.com)
- Register for Webinars
- More information call 877-331-7154
- Contact Provider Services 866-769-3085

# Balance Billing

- Member may not be balance billed
- No Show
  - Contact Member Connections®
  - Provide education to members
- If a member asks for a service to be provided that is not a covered service, you must ask the member to sign a statement indicating that they will pay for the specific service

# Waste, Fraud and Abuse

- New Hampshire Healthy Families takes Waste, Abuse and Fraud very seriously
- New Hampshire Healthy Families in conjunction with its parent company Centene Corporation, operates a Waste, Abuse and Fraud unit
- The Special Investigations Unit performs routine, retrospective audits as part of the Waste, Abuse and Fraud detection program
- If you suspect or witness Fraud, please contact the Waste, Abuse and Fraud hotline at 866-685-8664, all calls are confidential
- Please see the Provider Manual for more details

# Medical Management

# Medical Management – Integrated Model

- Medical Management services include:
  - Utilization Management (Prior Authorizations)
  - Care Management (Complex Case Management)
    - Integrated Care Team Approach
    - Special Needs
    - Foster Care
    - Behavioral Health
    - OB/GYN Management
  - Disease Management
    - Diabetes; Chronic Obstructive Pulmonary Disease; Asthma; Coronary Artery Disease; Congestive Heart Failure; Smoking Cessation; Puff Free Pregnancy; In Home Telemonitoring
  - Quality Review (Clinical Outcomes Review)

## Medical Management hours:

- Monday thru Friday
- 8:00 am to 5:00 pm (excluding holidays)
- 866-769-3085
- After Hours & Holiday Phone Coverage:
  - **NurseWise Representatives**

**NurseWise** is a 24-hour, toll-free phone line through which callers can reach both Customer Care Professionals and Registered Nurses.

# Referral & Prior Authorization



- Referral Process
  - Online, fax, or phone
- Prior Authorization Process
  - Elective or scheduled admissions
  - Notification within 5 business days
  
  - Urgent or emergent admissions
  - Notification within 1 business day
- Prior Authorization is not a guarantee of payment
- Must meet administrative requirement

# Prior Authorization

- Provider Secure Portal at [www.NHhealthyfamilies.com](http://www.NHhealthyfamilies.com)
- IVR: 866-769-3085
- Fax Prior Authorization requests to:
  - Medical: 866-270-8027
  - Inpatient Admission: 877-291-3140
  - Concurrent Review: 877-295-7682

# Prior Authorization

- New Hampshire Healthy Families utilizes InterQual® Criteria
- Urgent/Expedited Authorization requests will be processed **within 72** hours after all necessary clinical information has been received
- Standard Authorization request will be processed **within 5-14 days** after all necessary clinical information has been received
- Written or electronic notification of the authorization request will be received by provider
- Be sure to request Authorizations using the NPI number that will be billed on the claim
- Complete information regarding the services or procedures

# Transition for New Members

- The first 90 days of enrollment will be considered the Transition Period
- Existing authorizations for medically necessary services will be honored for a maximum of **90** calendar days or until the existing authorization has expired.
- Existing authorizations will be replaced with a New Hampshire Healthy Families' authorization number
- Contact New Hampshire Healthy Families for new authorization request

# Services Provided by Non-Network Providers

- Reimbursement for Non Network Providers
  - All services will require prior authorization during and after Transition Period
  - Claims will be denied without prior authorization
- Covered Services by Non-Network Providers
  - Prior Authorization is required for all covered services provided by non-network providers during and after Transition Period, excluding emergency services



# Value-Added Services

# Member Connections

- The Member Connections® Program is New Hampshire Healthy Families' outreach program designed to provide education to our members on how to access healthcare and develop healthy lifestyles in a setting where they feel most comfortable
- Components of New Hampshire Healthy Families' Member Connections® Program:
  - Community Connections (Connects members to community resources)
  - Home Connections (Connects members who are home bound to other resources)
  - Connections Plus® (Provides free pre-programmed cell phones to members who are in disease management programs)
- For more information call 866-769-3085 to speak with a New Hampshire Healthy Families' Case Manager or visit [www.NHhealthyfamilies.com](http://www.NHhealthyfamilies.com)

# Member Connections

Reasons to contact Member Connections:

- No show or frequent canceled appointments
- Transportation
- Pharmacy Abuse
- Emergency Room Abuse
- Member Education

## Start Smart for Your Baby®

- Prenatal New Hampshire Healthy Families' Program
- Main Objectives of the Program:
  - Decrease infant mortality rates
  - Increase number of women receiving early prenatal care
  - Increase abstinence from alcohol and illicit drugs among pregnant women
  - Increase number of mothers who breastfeed
- Incorporates Clinical and Outreach efforts to assist pregnant women with issues that affect their pregnancy such as smoking
- Offers a premature delivery prevention program by supporting the use of 17-P
- Works in conjunction with established healthcare delivery systems, provider community care coordinators, and community resources



# Cent Account® Program

The Cent Account® Program promotes appropriate utilization of preventative services by rewarding New Hampshire Healthy Families' members for practicing healthy behavior.

Upon completion of the Health Risk Screening form:

- Members receive a prepaid MasterCard® debit card
- Credit is added to the account balance when the New Hampshire Healthy Families' member receives a certain screening or preventative care
- New Hampshire Healthy Families' members may use the cards to purchase healthcare goods and services



## Non-Emergent Transportation Management – Access2Care

- Access2Care will administer the non-emergent transportation benefit for New Hampshire Healthy Families
- At least 72 hours notice prior to visit
- Urgent request are honored – pick up from ER or urgent appointment
- Questions regarding the transportation benefit should be directed to New Hampshire Healthy Families at 866-769-3085 or [www.NHhealthyfamilies.com](http://www.NHhealthyfamilies.com)



# Cultural Competency

# Cultural Competency

- Cultural Competency is the willingness and ability of a system to value the importance of culture in the delivery of services to all segments of the population including those members with disabilities
- New Hampshire Healthy Families believes its members are entitled to dignified, appropriate, and quality care and expects this of its providers and of the New Hampshire Healthy families staff serving our members

# Disability Sensitivity

The Americans with Disabilities Act (ADA) defines a person with a disability as:

- A person who has a physical or mental impairment that substantially limits one or more major life activities
- This includes people who have a records of an impairment, even if they do not currently have a disability
- It also includes individuals who do not have a disability, but are regarded as having a disability
- The ADA also makes it unlawful to discriminate against a person based on that person's association with a person with a disability

# Questions?

