



Mississippi

Practice Matters

Important information for health care
professionals and facilities.

Summer 2020

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United
Healthcare®
Community Plan



We understand that it's a confusing time. Right now, you need all the resources and information you can get. We're working to keep you updated so you can focus on keeping Mississippi residents healthy and safe.

First and Foremost, Thank You.

As the people on the front lines of COVID-19, we appreciate your efforts to fight this virus. To all health care professionals who are caring for sick patients and working around the clock to help find solutions – thank you for all you're doing.

Find the Up-To-Date Information You Need

We'll be regularly updating the COVID-19 website with our actions on updating state-specific guidance at your UnitedHealthcare Community Plan site. We also suggest that you check your state's COVID-19 site for the latest news and regulations.

On our sites, you'll find information:

To Help Manage Your Business

- Acceleration of Claim Payments
- Extension of Timely Filing Limits
- CARES Act Information
- Provisional Credentialing
- Requirements to Practice in a New Location
- Changes to Prior Authorization Requirements
- Updates on Delayed Programs and Policies

As You Work With Patients

- Expanded Telehealth Access and Reimbursement
- Telehealth Coding Guide
- Member Cost-Share Waivers
- Assistance with Patient Discharge Planning
- Easier Access to DME and Supplies
- Suspension of HouseCalls and Optum at Home

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Questions?

For more information, call our Provider Services Center at **800-557-9933**. Visit **[UHCprovider.com](https://www.uhcprovider.com)**.

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Community Health Centers: Lighting the Way for Healthier Communities Today and in the Future — August 9–15, 2020

One in every 12 people living in America rely on health center services. That’s why, this summer, UnitedHealthcare Community Plan will support National Health Center Week by celebrating our Federally Qualified Health Center and Rural Health Center partners.

These relationships are imperative to our mission of helping people live healthier lives, as they provide high-quality, cost-effective, accessible care to those who need it most. To celebrate the work and services health centers provide within their communities, we’re supporting several resources and encouraging celebration and appreciation events nationwide.

This year, we’re focusing around the theme of *Lighting the Way for Healthier Communities Today and in the Future*. With this theme, we’re recognizing the broader communities that are making a difference in people’s everyday lives for a brighter future ahead. This includes providers, as well as personnel working in food banks, shelters, housing, employment and transportation services.

To say thank you, several different types of events may take place – either virtually or in person. These celebrations could take shape in many different forms including:

- Community outreach activities
- Open houses
- Free breakfast or lunch deliveries
- Charity events
- Visits from a political representative
- Onsite demonstrations
- Donations
- And more

Other important insights:

Health centers treated over 29 million people in 2019:

- 1 in 3 patients are in or near poverty
- 1.41 million of people served are homeless
- More than 385K of people served are veterans
- 1 in 5 patients are uninsured

Adolescent Well-Care Exam

Understanding HEDIS® Measures: Adolescent Well-Child Exams (AWC)

Healthcare Effectiveness Data and Information Set (HEDIS®) measures can help enhance quality of care by identifying ways to support preventive care. By working with UnitedHealthcare on HEDIS® medical record collection, your efforts can have a direct impact on better patient outcomes – from improved medication adherence and closing clinical care gaps to deeper member engagement with their own well-being.

We realize some of you have questions on specific measures. To help you improve performance for the Adolescent Well-Child Exams measure, we've shared tips and recommendations. Assessing physical, emotional and social development is important at every stage of life, particularly with children and adolescents. Behaviors established during childhood or adolescence, such as eating habits and physical activity, often extend into adulthood. Well-care visits provide a critical opportunity for providers to influence health and development through screening and counseling.

This measure includes the percentage of enrolled members, ages 12–21, who had at least one comprehensive well-care visit with a primary care provider (PCP) or an OB/GYN practitioner during the measurement year. The look-back period is Jan. 1, 2020 – Dec. 31, 2020.

Always document these components of care and include a date of service:

- Physical exam
- Health history
- Physical developmental history
- Mental developmental history
- Health education/anticipatory guidance

The components of care can be completed at any appointment – not just a well-care visit – and on different dates of service. However, services specific to an acute or chronic condition will not meet compliance.

Patients Can Get a 90-Day Supply of Select Medications

Members are now able to get a 90-day supply of select medications from participating retail pharmacies. Members no longer need to return to a retail pharmacy to refill 30-day supplies of their maintenance medication. They can easily fill 90 days' worth of certain prescriptions in one trip to their pharmacy. This could help them avoid running out of their maintenance medications and reduce early refill rejections that may precede travel plans.

If you believe your patient, who is also a UnitedHealthcare Community Plan (MississippiCAN/ Medicaid or CHIP) member, would benefit from this benefit, simply write a prescription for a 90-day supply. Members may also ask their pharmacist about getting a 90-day supply. The pharmacist may contact you directly for new prescriptions or they may encourage the member to talk to you about getting a new prescription.

Since July 1, 2019, your UnitedHealthcare MississippiCAN members can increase their prescription benefit from five to six per month. This increase, along with the ability to get a 90-day supply, should help ease any member and care provider burden associated with prescription denials. CHIP members don't have a monthly prescription limit.



To see a complete list of medications eligible for a 90-day supply, visit **UHCprovider.com** or call Provider Services at **877-743-8734**.

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How to Become an EPSDT-Certified Provider

Division of Medicaid (DOM) only requires Coordinated Care Organizations (CCO) to report Early and Periodic Screening, Diagnostic and Treatment (EPSDT) compliance rates if they are EPSDT certified. Once enrolled as a Medicaid provider, there are two simple steps to becoming an EPSDT-certified provider:

1. Complete and sign an EPSDT-specific provider agreement at [medicaid.ms.gov/wp-content/uploads/2017/04/EPSDT-Provider-Agreement.pdf](https://www.medicaid.ms.gov/wp-content/uploads/2017/04/EPSDT-Provider-Agreement.pdf)
2. Pass an onsite clinic inspection performed by DOM



To learn more about becoming an EPSDT-certified provider with DOM, visit [medicaid.ms.gov/wp-content/uploads/2020/03/EPSDT-Provider-Enrollment-Checklist-2_2020.pdf](https://www.medicaid.ms.gov/wp-content/uploads/2020/03/EPSDT-Provider-Enrollment-Checklist-2_2020.pdf).

After-Hours Care

Members need to be able to reach a provider by phone after normal business hours. Primary care providers (PCPs) (physicians, specialists and behavioral health) are required to provide member coverage 24 hours a day, seven days a week.

Acceptable after-hours messages or responses are:

- PCP answering service will verify that it will contact the on-call physician call for a patient's emergency.
- PCP's triage nurse will verify that they will speak with the patient for an emergency call, evaluate the nature of the emergency and contact the on-call physician or direct the patient to a hospital emergency room.
- PCP can be reached when called directly.
- PCP's office phone message directs the patient to call a specific telephone number to reach the PCP's answering service who will then contact the on-call physician for an emergency.

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- PCP's office answering machine directs the patient to call a specific telephone number to reach a hospital switchboard or hospital emergency room that will reach the on-call physician for emergencies.

Unacceptable for after-hours coverage are:

- PCP's answering machine directs the patient to proceed to the nearest hospital emergency room.
- PCP's office telephone number rings without an answer.

Physician Satisfaction Survey Reminder

Keep an eye out for the Physician Satisfaction Survey. The survey will be in the market starting July 13, 2020. Each year, we ask for your participation in the survey, which provides insights about your experiences working with United Healthcare and helps improve coordination of care. Please complete the survey if you receive a request as your voice is important to our continued improvement.

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*National Association of Community Health Centers. Community Health Center Chartbook. January 2020.
<http://bit.ly/Chartbook2020>

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