

# Provider Check Up

PartnerUp  
with Health Partners Plans!

HPP Participating Providers Newsletter | SPRING 2020

## PartnerUp with Your Provider Relations Team

The provider relations team welcomes you back to the newly redesigned newsletter!

The provider relations team brings a distinct connection between your practice, your patients and Health Partner Plans (HPP). This dynamic team is assembled with **seven Network Account Managers (NAMs)** partnering with the HPP network of physicians. The primary goal for a NAM is to grow a positive working relationship with our HPP physicians, advanced practitioners, office managers and their staff.

**The NAMs** schedule regular visits to their assigned HPP practices and work as an essential support system for physicians, advanced practitioners, office managers and their staff. They assist the office staff members regarding access and availability concerns and standards, the closure of member care gaps, complaints and grievances and answer questions regarding available clinical programs, medication adherence and the Primary Care Physician and Maternity Quality Care Plus programs.

**The Provider Outreach and Education Team (POET)** is a multidisciplinary unit that specializes in various subject matters and skills that are directly related to our network of HPP providers. This includes webinar trainings, provider outreach and claims support.

**The Provider Helpline** is fully operational and our remote workforce can assist you and our members with the same high-quality service and support that you have come to expect from us. As always, we appreciate our partnership to continually improve the health outcomes of our members. If you have questions, you can contact our Provider Services Helpline at 1-888-991-9023 (Monday-Friday, 9 a.m.-5:30 p.m.) to speak with a live representative.

**Claims Reconsideration:** If you have questions, contact Health Partners Plans at 1-888-991-9023 and select option #1. A request to have a claim reconsidered can also be submitted through the provider portal, HP Connect or in writing to:

Health Partners Plans  
Attention: Claims Reconsiderations Department  
901 Market Street, Suite 500  
Philadelphia, PA 19107

We are here for you! With each quarterly newsletter, we will have important news to share with you, as well as, applicable updates of our roles and responsibilities.

**The HPP provider relations team is here for you!**  
**Thank you for PartneringUp with HPP!**



## Implementation of the 2019 InterQual Criteria

Health Partners Plans uses McKesson's InterQual® criteria as a guideline for making medical necessity determinations. The implementation of the 2019 InterQual Criteria took effect October 7, 2019 for the following modules:

- Acute Adult Criteria
- Acute Pediatric Criteria
- Long Term Acute Care Criteria
- Acute Rehabilitation
- Subacute and Skilled Nursing Facilities
- Home Care Criteria
- Guidelines for Surgery and Procedures Performed in the Inpatient Setting



**FOR MORE INFORMATION,**  
please contact our Provider  
Services Helpline at 1-888-991-9023  
Monday - Friday, 9 a.m. to 5:30 p.m.



If you are not sure what program fits for your patient, you can make a referral and HPP will contact the member directly. To make a referral, please call 215-845-4797.

## Collaboration Works for You and Your Patients

HPP care coordinators, including nurses, social workers and outreach staff are available to collaborate with you to help your patients with reaching their health care goals. Our teams can help you with closing care gaps, coordinating care, promoting medication adherence, coordinating transportation and even Durable Medical Equipment needs. Care coordinators are equipped with community resources that address social determinants of health like food needs, utility services, baby supplies, behavioral health assistance and education needs like assistance gaining a GED!

**HPP's Clinical Program team offers a number of different programs for our members, including:**

- **Baby Partners** - for pregnant women through the postpartum period
- **Healthy Kids** - for all children up to age 21
- **Care Coordination** - for adult members with multiple comorbidities and high needs
- **Special Needs** - for adults and fragile children that require coordination of care

## Importance of Post Hospital Follow Up

HPP would like to remind you of the importance of scheduling an office visit for a patient within 7 days of a discharge from a hospital. This visit allows you to engage with your patient after a discharge, conduct medication reconciliation and may prevent a follow-up hospitalization. If your practice participates in the HPP 2020 Quality Care Plus (QCP) program, this visit is a measurement for the program. Please educate your office staff on the importance of assisting members with making an appointment within 7 days of being discharged from a hospital.





## Quality Management Online Resources

HPP has a Quality Management (QM) program to ensure that our members receive safe, effective clinical care that is timely and patient centered. Throughout the year, we monitor the delivery of health care for our members. We also conduct an annual evaluation to determine if we meet our goals. This information is used to determine steps for improvement and to establish new goals for the coming year.

To serve you better, we have created a centralized location on our website where you can view quality management resources, including the 2019 member satisfaction survey, our 2020 quality management goals and the 2019 HEDIS rates summary. You can see more information here:

<https://www.healthpartnersplans.com/providers/plan-info/quality-management-resources>

If you would like a hard copy of any QM resources or if you have questions, contact the Provider Services Helpline at 888-991-9023.

## Quality Management Provider Referral Line

To ensure the highest-quality care and in accordance with requirements from the Pennsylvania Department of Human Services and Centers for Medicare & Medicaid Services, our QM department must identify, track and follow up on the following:

- Preventable serious adverse events
- Health care acquired conditions
- Other provider preventable conditions

HPP offers a toll-free anonymous provider reporting line to identify and track such events deemed preventable, serious and adverse. To report an event, please call 1-855-218-2314 with the following information:

- Member name, ID# and/or date of birth
- Date of event
- Description of event
- Location where event occurred



All calls will remain confidential and will be followed up by QM for verification. Our policy is to reasonably track and isolate events and account for payments that may have been made in association with them. HPP reserves the right to retract payments made for what are deemed preventable events.



## The Importance of Sexual Health Screenings

Primary care providers play a key role in sexual health education, from adolescent anticipatory guidance to sexual health screenings. Some screenings include checking for chlamydia and gonorrhea, the most commonly reported sexually transmitted diseases in the United States.

An HPP internal data review revealed that primary care providers, including family practice, internal medicine and certified registered nurse practitioners, are below HPP's overall compliance rate for urine chlamydia testing. Urine chlamydia testing is a very reliable diagnostic test covered by Quest Laboratories. We encourage you to make chlamydial testing a part of your health assessment tools to help keep your patients in optimal health.

Chlamydia is often asymptomatic in women, however, an asymptomatic infection may lead to pelvic inflammatory disease (PID) and its associated complications: ectopic pregnancy, infertility and chronic pelvic pain. Age is a strong predictor of risk for chlamydia, with the highest infection rates occurring in women aged 20 to 24 years, followed by women aged 15 to 19 years. The United States Preventive Task Force (USPSTF) recommends screening for chlamydia in sexually active women age 24 years and younger and in older women who are at increased risk for infection. According to the USPSTF, screenings reduce complications of chlamydial infection in women who are at increased risk, with a moderate magnitude of benefit.<sup>†</sup>

Chlamydia infection responds to treatment with antibiotics. The Centers for Disease Control and Prevention (CDC) guidelines for treatment of sexually transmitted diseases (STDs) and expedited partner therapy are available at [cdc.gov/std/treatment](https://www.cdc.gov/std/treatment) and [cdc.gov/std/ept](https://www.cdc.gov/std/ept).

<sup>†</sup> <https://www.uspreventiveservicestaskforce.org/uspstf/recommendation/chlamydia-and-gonorrhea-screening>



If you have any questions about sexual health screenings, call the Provider Services Helpline at 1-888-991-9023 Monday-Friday, 9 a.m. to 5:30 p.m., or contact your Network Account Manager.



For more information about Preventative Care Guidelines for STI counseling for adolescents and adults, visit <https://www.healthpartnersplans.com/providers/clinical-info/preventive-care-guidelines>.

For more information about STI Clinical Care Guidelines, visit <https://www.healthpartnersplans.com/providers/clinical-info/clinical-care-guidelines>.

## STDs and STIs in the Medicare Population

Sexually transmitted diseases (STDs) and sexually transmitted infections (STIs) are on the rise in the United States, not only among the younger population but in those older than 45 years old. And according to a CDC report, Philadelphia has the third highest STD rate in the nation. There are many factors that contribute to the increased incidence of STDs and STIs in older Americans including:

- **Medications to treat sexual dysfunction**
- **Dating after losing a partner due to death or divorce**
- **Decreased immune systems to fight infections**
- **Improved detection of STDs and STIs**

Older patients may be embarrassed to discuss their sexual activity with health care providers, so an STD may go unnoticed and untreated leading to serious infections and chronic issues. It is important to discuss risk factors and treatment options with your patients, no matter their age.

## Required training reminders

### Model of Care - Dual-Eligible Special Needs Plan (D-SNP) Provider Training

If you are a provider who has one or more Health Partners Medicare Special D-SNP members assigned to your practice, at least one person on your staff who is involved in the care of the D-SNP members must complete our annual D-SNP Model of Care training module. This training is required by the Centers for Medicare & Medicaid Services (CMS).

The training course is available through our online HPP University at [hpplans.com/2020moc](http://hpplans.com/2020moc). The course will take approximately 10 minutes to complete. Please complete by October 31, 2020.



Register now for an upcoming quarterly provider orientation and training for new and existing providers.

## Quarterly Orientation and Training

Each year, HPP providers must participate in provider orientation. This training is offered once each quarter. In addition to the live quarterly webinar, there are two alternative methods for completing the required training:

1. **Request a face-to-face training by emailing [providereducation@hpplans.com](mailto:providereducation@hpplans.com).**
2. **Download an electronic copy of the 2020 training to review with your staff. Simply review the information, complete the attestation and click "submit" to complete the requirement by December 31, 2020.**

## Upcoming Webinars Schedule

Addressing Medication Adherence for Members with Chronic Conditions to Improve your P4P Results	All Primary Care and Specialists	July 22, 12:30 - 1:30 p.m.	Abdou Bah, AVP of Practice Quality Optimization	<b>Register</b>
Shift Care Staffing and Reporting	All Shift Care Agencies	Sept. 17, 12:30 - 1:30 p.m.	Margaret Liberty, HPP Manager Ancillary Services	<b>Register</b>
3rd Quarter Annual Provider Orientation and Training	All Participating Providers	Sept. 23, 12:30 - 1:30 p.m.	Lisa Mallory, Senior Provider Education Specialist	<b>Register</b>
4th Quarter Annual Provider Orientation and Training	All Participating Providers	Dec. 9, 12:30 - 1:30 p.m.	Lisa Mallory, Senior Provider Education Specialist	<b>Register</b>



## **A note from HPP's Regional Vice President, Network Management**

The last few months have presented some new and interesting challenges. While each of us has had to adapt quickly to abrupt changes to our professional and personal lives, health care workers have demonstrated unmatched flexibility and unselfishness. You have had to quickly change your service model, address real concerns from your patients and risk your life everyday by continuing to do what you have been trained to do - care for the sick.

Health Partners Plans is incredibly grateful for your commitment to your profession. That's why we are creating a feature in the HPP provider newsletter to focus on the great work our providers are doing to continually improve the health outcomes of our members. This new feature, PartneringUp to Improve Outcomes, will be launched in the next edition of this newsletter. If you have a great story highlighting the work you have done to help improve the overall health of a HPP member, please consider submitting it to be featured in PartneringUp to Improve Outcomes. Someone will contact you and the member to document the path to improvement. You can send those stories to [providerpartnerup@hpplans.com](mailto:providerpartnerup@hpplans.com).

**Thank you for continuing to be an integral part of the member experience and for PartneringUp with HPP!**

Thank you!

*Michael Krusen*



Health Partners Plans

