

# PROVIDER NEWSLETTER

FEBRUARY 2019

## What's New!

### Star Light, Star Bright

This month's article will look to shine a light on our CAHPS measures, an area that accounts for nearly 1/3 of our total STAR Rating. Between March & June, CMS will send out CAHPS surveys for our members to complete, resulting in a rating for over a dozen measures to gauge member experience with Steward Health Choice.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey is a measure of member experience with care that examines the percentage of members that receive appropriate, timely, and effective care through their health plan. It empowers prospective members to benefit from the experience of others. Patient reported experience with care provides a general indication of whether a health plan is delivering value and high quality care to enrollees and potentially improving health outcomes. Steward Health Choice uses the NCQA HEDIS CAHPS 5.0H Survey to assess member experience.

The following measures will be included in the CAHPS survey sent out to our members this year:

- Annual Flu Vaccine – Last year, only about 55% of our Steward Health Choice Generations (Medicare Advantage) members reported that they received a Flu Shot. The Medicare Advantage national average for this measure was approximately 75%. We ask that during every interaction with members, you remind them of the im-

portance of being vaccinated every year during flu season.

- Care Coordination – members tell us how often “their doctor has all of their medical information and integrates all their care”
- Getting Needed Prescription Drugs – members tell us whether it is easy to receive their prescriptions via the services offered by the health plan
- Ease of Getting Needed Care & Seeing Specialists – members tell us how easy it is to find and receive care when they need it
- Customer Service – members tell us how often we treat them with courtesy & respect while also providing all the information they need from the health plan
- For the following ratings, members are asked to score on a scale of 0 to 10 (with 0 being the worst and 10 being the best):
  - Rating of Health Care Quality – members rate the overall quality of care they've received
  - Rating of Health Plan – members tell us their thoughts of the health plan overall
  - Rating of Drug Plan – members tell us their thoughts of the Prescription Drug Plan
  - Rating of Personal Doctor & Specialist Seen Often – members rate their PCP and any Specialist that they see on a regular basis

To help members understand how much we value their feedback on the CAHPS survey, we've launched a multi-channel patient engagement campaign to notify and educate patients about getting their flu vaccine, CAHPS and maintaining their overall health & wellness.

### What can you do?

If a member asks you about the CAHPS survey, please encourage them to fill it out! We value their open and honest feedback and the best way for members to tell us what we do well and what we need to improve is by filling out the survey. Individual responses are anonymous but the health plan does receive the results and bases annual performance improvement plans on these results.

Our 2019 Star Ratings goal is to achieve a minimum of 4 stars in each measure of CAHPS. You can assist with this by using a few tips that may enhance your time with Steward Health Choice members and help to improve their health care experience:

- Utilize the open access model for scheduling appointments; to allow for same-day scheduling
- Establish a referral agreement between PCP and specialist offices to improve communication, which will speed up the referral process and also improve coordination of care
- Be an active listener and use shared decision making
- Ask the member to repeat in their own words what instructions were given to them

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## Tips & Tricks – Respiratory Illness

Diseases of the respiratory system in ICD-10 are categorized by location, acute vs. chronic and etiology. The more common conditions include pneumonia, influenza, COPD, asthma and respiratory failure.

Specifically COPD is described as any disorder characterized by persistent or recurring obstruction of bronchial air flow. Chronic obstructive bronchitis and emphysema are two conditions that may be present as well. Smoking is usually an associated factor.

Codes in this category cannot be assigned, nor can outcomes be assumed based on labs alone, there must be clinical documentation to support all codes submitted.

\*REMEMBER an updated status and plan is the gold standard for ensuring your documentation adequately supports the conditions you are reporting via billing.

Things to keep in mind when coding for respiratory diseases:

- Pneumonia is a common infection that is coded with the responsible organism
- Influenza may be coded alone or in combination with other codes
- COPD is almost always caused by another condition so be sure to address and report those as well
- Asthma is classified with a fourth character to indicate type and fifth character to indicate status
- When reporting COPD and Asthma together, two codes are required, one to describe the COPD (J44.\_) and one to describe the type of asthma (J45.\_)
- Respiratory failure is usually due to an underlying condition so be sure to address and report those as well and don't forget to also report the code for Dependence on supplemental O<sub>2</sub>, Z99.81
- Identify tobacco smoke use, dependence, exposure to or a past history of smoking as this illuminates additional risk factors associated with these types of conditions (see codes below)

### Common Respiratory Sections/Codes

#### Code Sections:

- J00-J06**..... Acute upper respiratory infections
- J09-J18**..... Influenza and Pneumonia
- J20-J22**..... Other acute lower respiratory infections
- J40-J47**..... Chronic lower respiratory diseases

#### Codes:

- J44.9** ..... Chronic Obstructive Pulmonary Disease
- J43.9** ..... Emphysema, unspecified
- J42** ..... Unspecified Chronic Bronchitis
- J45.909** ..... Unspecified asthma, uncomplicated
- J96.10** ..... Chronic respiratory failure, unspecified whether with hypoxia or hypercapnia
- Z72.0** ..... Tobacco use
- Z86.718** ..... Personal history of pulmonary embolism
- Z99.81** ..... Dependence on supplemental oxygen
- F17.210** ..... Nicotine dependence, cigarettes, uncomplicated

#### Need additional support? Contact Us:

Steward Health Choice Arizona  
(480) 968-6866 ext. 5034  
Email: [hchperformanceimprovement@steward.org](mailto:hchperformanceimprovement@steward.org)

Coding and Documentation materials are based on current guidelines and are to be used for reference only. Clinical and coding decisions are to be made based on the independent judgement of the treating physician or qualified health care practitioner and the best interests of the patient. ICD-10-CM, CPT and HCPCS are the authoritative referenced for purposes of assigning diagnoses and procedure codes to be reported. It is the responsibility of the physician and/or coding staff to determine and submit accurate codes, charged and modifiers for services rendered. ■

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- Rephrase instructions in simpler terms if needed
- Clarify words that may have multiple meanings to the member
- Limit use of medical jargon
- Be aware of situations where there may be cultural or language barriers

Steward Health Choice continues to work to improve member experience with our health plan and with the health care members receive. We offer the fol-

lowing resources to help you as you provide care to our members:

- Case Managers are available to assist you in arranging timely care/services for our members.
- Member Services Representatives are available to assist with general member issues including claims and prior authorization questions.

Your Network Services Provider Performance Representative is available to as-

sist you with any questions or issues.

#### We want to hear from you too!

Steward Health Choice is interested in hearing how we can become better on our way to be the best health plan in the country. We have hired the industry leader to conduct confidential provider satisfaction survey to direct our areas of focus and improvement. We urge you to provide your thoughts and areas that we can take action. ■

# Introducing... Steward Health Choice Arizona Workforce Development & Clinical training Team

## 1. What is The Arizona Workforce Development Alliance (AWFDA)?

In August 2018, The Arizona Workforce Development Alliance (AWFDA) was formed in response to the new AHCCCS requirements for ACC/RBHA contracted Health Plans. The SHCA AWFDA/AzAHP representatives are Bethany Camp and Amanda Steavenson. We continue to meet weekly in Phoenix to identify and develop operational infrastructure to develop, monitor, and provide technical assistance to providers. Your SHCA AWFDA representatives will partner with our providers as the culture shifts from required trainings to competency based training and workforce development

## 2. Who is Relias?

In partnership with the Arizona Association of Health Plans (AzAHP), Relias has been selected as the state's uniformed online learning management system. As of January 2019, all contracted ACC and RBHA providers have been merged under one portal which will be overseen by the AWFDA (SHCA included). Uniformed onboarding and annual training plans have been generated and put into place to promote and establish the new pathway of competency based training systems.

## 3. Steward Health Choice Arizona - Compliance to Competency

SHCA's Workforce Development Plan views Workforce Development (WFD) as an approach to improving healthcare outcomes of our members by enhancing the training, skills and competency of our workforce. It is a collaborative effort between SHCA and provider departments to set goals and initiatives to improve the workforce in an effort to provide better member services and care. SHCA seeks to promote the incorporation of trauma-informed care and cultural competency into every department and training. SHCA WFD/Clinical trainers are providing clinical trainings that promote skills and career development, reduce burnout and turnover.

## 4. SHCA 2019 WFD/Clinical Training Goals Workforce Development

- Work with AHCCCS, Contractors and RBHAs to align practices and procedures across providers
- Align internal SHCA policies and procedures with AHCCCS Policy ACOM 407 to emulate a competency based training

### Training: Professional and Community

- Create and provide a Master Facilitators Course

- Provide Train the Trainer courses
- Provide clinical and behavioral health trainings to our providers, community members and partners
- Provide consultation and follow-up support for training needs of our providers, community members and partners

### Data Analysis

- Ensure that all courses (online and/or live events) have course evaluations for learners to provide feedback about their learning experience
- Use course feedback to modify and change learning and course content to reflect the needs of the learners based on their feedback

### Alignment with AHCCCS's 5 C's

- Cultivate the workforce to engage with initiatives set forth by SHCA and AWFDA
- Develop workforce culture and promote communication, collaboration and innovation within the workforce
- Develop workforce capability and capacity ■

## Did You Know?

### Dental Fluoride Varnish

The application of fluoride varnish takes less time to apply than foam fluoride and contains a smaller quantity of fluoride compared to fluoride gels? This application is recommended every six months and is a covered benefit with Steward Health Choice Arizona when billed with the CDT code D1206.

### Syphilis Outbreak in Arizona

Please note that for the duration of the Arizona syphilis outbreak, SHCA will cover all of the

augmented screening recommendations:

1. All pregnant women at first prenatal visit, early in the third trimester, and at delivery, regardless of risk.
2. Opt-out screening in both men and women who use hard drugs.
3. Sexually active men who have sex with men, testing annually and every 3-6 months if at increased risk.
4. Sexually active, persons with HIV, testing at least annually and every 3-6 months if at increased risk.

Please help us support our population during this outbreak by performing screenings. ■



# Provider Forums – Come Join Us!

Steward Health Choice Arizona and Steward Health Choice Generations will be hosting our first quarterly Provider Forum(s) of 2019. We will present at two locations on the following dates:

## MARICOPA - PHOENIX

Tuesday, February 12, 2019  
11:30 AM - 1:00 PM  
Ability 360  
5025 E. Washington St.  
Phoenix, AZ 85034

## YAVAPAI - PRESCOTT

Tuesday, March 12, 2019  
11:30 AM - 1:00 PM  
Prescott Adult Center – Auditorium  
1280 Rosser St. #B  
Prescott, AZ 86301

If you cannot attend in person, you can participate by joining us online:

From your PC, Mac, Linux, iOS or Android: <https://zoom.us/j/3787608411>  
AND By calling: (669) 900-6833 or (646) 876-9923 Meeting ID #: 378 760 8411

Refreshments and light fare will be served. If you plan to attend, please RSVP to Jadelyn Fields at [Jadelyn.Fields@Steward.org](mailto:Jadelyn.Fields@Steward.org) with your name, office name and number of anticipated guests.

Highlights of discussion topics include:

- Provider Portal Upgrades
- Enhanced Online Provider Education and Training
- Quality and Performance Initiatives
- Post 10/01 AHCCCS Complete Care (ACC) Integration

We look forward to seeing you there! ■

## Provider Resources

Our team brings an open vision to Arizona. We believe that those who provide care should be the leaders in creating and constructing new, better and less invasive mechanisms for the delivery of the care they provide. We are provider-owned and we understand both the rewards and difficulties of managed care and health plan/provider relationships.

**Steward Health Choice Arizona:**  
[www.StewardHealthChoiceAZ.com](http://www.StewardHealthChoiceAZ.com)

**Steward Health Choice Generations:**  
[www.StewardHCGenerations.org](http://www.StewardHCGenerations.org)

Visit us online for provider specific resources!

- Provider Portal Access
- Provider Manual(s)
- Prior Authorization

- Provider Notices/Announcements
- Provider Newsletters

To help you and your staff stay informed and help address any questions about Steward Health Choice, we have established the following support services:

- Provider Services call center
  - 1-800-322-8670
  - Open Monday - Friday  
6:00 AM - 6:00 PM

Members can also access additional resources by visiting us online

- Health plan benefits
- Providers in network
- FAQs
- Programs and information about Steward Health Choice ■

## Has any of your information changed?

We like to keep our records up to date! Please contact your Network Provider Performance Representative if you have changes to your roster, address, and fax or phone number.\* ■



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