

Provider News Bulletin December 2021



Happy Holidays & Happy New Year from Partners Health Plan

Thank you for working with us in 2021. With heartfelt thanks, we appreciate you and the partnership, collaboration, and teamwork to support our Partners Health Plan members and to fulfill our mission of assisting them live a quality life. We look forward to working with you in 2022. Wishing you a happy New Year!



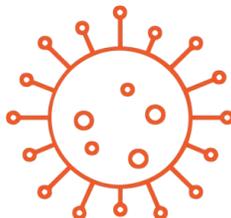
A Message from the Chief Medical Officer, Dr. Stephan Deutsch

Since July 1, the COVID-19 Delta variant has caused COVID cases to increase; twelve PHP members have tested positive for COVID-19, five have been hospitalized, and fortunately no members have died from the virus. Three of the hospitalized members were not vaccinated and two were break through cases. As of November 30, 93% of PHP members received at least one dose of a FDA approved vaccine. We continue to encourage the seven percent of unvaccinated members to get vaccinated.

An initiative is also underway to encourage and assist members who received their initial vaccine series to get a booster shot when they are eligible. Data indicates antibodies in the blood of a vaccinated person declines over time also known as waning of immunity. The Centers for Disease Control and Prevention (CDC) has approved the mix and match of the vaccine type from the initial vaccine series and the booster, especially for those members who received the J&J vaccine. This is based on studies that show a significant increase in antibody titers when a J&J recipient was given a booster with Moderna or Pfizer as opposed to J&J. All three vaccine types have been highly effective in preventing severe disease, hospitalizations, and deaths. The CDC recently reported 1.89 million breakthrough cases out of 196 million fully vaccinated people representing a rate of 0.01%. This resulted in 72,000 hospitalizations and a mortality rate of .01%.

On November 25, a new COVID-19 variant was identified in South Africa. It has since been labeled by the World Health Organization (WHO) as Omicron. It has multiple mutations on the spike protein which is the portion of the virus the neutralizing antibodies from the vaccines attack to keep the virus from entering the bodies healthy cells. There are three outstanding questions that remain to be answered regarding Omicron. Is this variant more contagious than the Delta variant, does it cause more severe disease, and can it partially or completely evade the antibody response we get from the vaccines?

Omicron has spread rapidly in portions of South Africa and has been identified in multiple other countries, reported cases have mostly had mild symptoms with no reported hospitalizations or deaths. It will take another two to three weeks to provide more answers to these questions. We will continue to encourage members to get vaccinated and to get booster shots. The best defense against COVID-19 and the Delta and Omicron variants are the appropriate use of masks and social distancing.



COVID-19 Booster Reimbursement Changes

Effective January 1, 2022, **providers are no longer to bill Medicare FFS** for the COVID-19 vaccine & should **be billing PHP directly**.



Important Provider Updates

New Address for Partners Health Plan:

Effective immediately, **PHP's headquarters address is 2500 Halsey Street, Bronx, NY 10461**. Please note that this does not impact our claim's submission address and guidelines.

Coming Soon!

Transition of Payment Vendor from Zelis to Echo:

ECHO Health will soon handle payment processing on behalf of Partners Health Plan. If you are currently paid by check, no action will be necessary. If you are currently enrolled for EFT (Electronic Funds Transfer) and would like to continue to be paid in this manner, please visit: <https://enrollments.echohealthinc.com/EFTERADirect/HealthSmart> or call 1-800-937-0896 to enroll with ECHO Health.

ECHO is one of the leading payment processors in healthcare connecting over one million providers to insurance companies, health plans, and TPA's across the country. Providers will have access to numerous services including historical payments and remittance details, the electronic delivery of 1099's, and notification when new payments are available by accessing <https://providerpayments.com>. This new service will be available to all PHP Providers regardless of the payment method selected.

Coming Soon!

Electronic UM / Prior Authorization Submissions

Providers will soon be able to submit authorization requests electronically. The Deerwalk Provider Portal is a web application that offers healthcare providers a convenient way to request authorizations.

Deerwalk Provider Portal is designed in such a way that healthcare providers can submit requests for authorizations electronically, manage and review those requests, upload clinical documentation related to the requests, and view changes made by the authorization review team. It is a platform for providers which additionally benefits the authorization review team by collecting authorization request information, reducing manual paperwork and data entry through fax or phone calls.



Dental Corner - REMINDER!

Effective January 1, 2022, PHP's new dental benefit manager will be DentaQuest.

If you are a current DentaQuest participant, you should have been notified of this change in August 2021 . Your DentaQuest contract will supersede your previous contract with Partners Health Plan for BeneCare. Without a DentaQuest contract you will no longer be allowed to service PHP enrollees.

If you have any questions or would like to partner with DentaQuest to continue servicing members of PHP Care Complete FIDA-IDD Plan, please email

NYProviderEngagement@dentaquest.com.

Please continue to submit claims for services rendered to PHP enrollees on or before December 31, 2021, to BeneCare to ensure prompt payment. Services rendered beginning January 1, 2022, must be billed to DentaQuest.



PHP Makes Claim Submissions Easy

PHP would like to remind our providers of the ease of establishing and submitting claims electronically. In addition, we would like to also remind everyone to regularly confirm with their billing service (Clearinghouse) that all electronic submissions have been successfully transmitted and received. If the claim is not successfully transmitted, there will be delays in PHP's ability to adjudicate the claims on a timely basis. Please check all error logs and resubmit the claim accordingly – timely filing rules still apply for resubmissions.

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

- Mail: Partners Health Plan P.O. Box 16309 Lubbock, TX 79490
- Electronic Submission: Set up electronic claim submissions Change HealthCare EDI Claim Submission Change HealthCare Submitter ID: 14966 Change HealthCare
- Phone: 888-363-3361 (Note: 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 electronic claim submission free of charge).

COMING SOON! Providers will be able to easily create and upload a professional or institutional claim as a PDF file (considered a paper claim submission) via the provider portal (<https://php.healthsmart.com>). This new functionality does not validate if required data elements are present and will follow all current paper claim submission protocols in place.



Provider Satisfaction Survey Being Reviewed

Partners Health Plan would like to thank those providers who participated in the **2021 Provider Satisfaction Survey!** We are currently reviewing the results and developing a comprehensive action plan to address challenges and ensure continued success. Further information and feedback will be provided in our next news bulletin.

[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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