Jim Moran, Founder and CEO of Care Design NY, our sister agency Health Home

Saluting Jim Moran on his Retirement

In 2018, Jim demonstrated tremendous leadership and vision in launching Care Design NY, a Care Coordination Organization/Health Home that supports more than 28,000 individuals with Intellectual and Developmental Disabilities (IDD) in 30 New York State counties. His commitment to building a mission driven organization that helps individuals access supports and services so they may live their best lives has been remarkable. In addition, since late 2019, Jim also served as the COO of Partners Health Plan, further evidence of Jim’s passion and advocacy for all New Yorkers with disabilities and his life-long work to transform these individuals’ lives. His legacy and impact will live on every day through the compassionate service that he worked so hard to create for enrollees and families.

To Jim, we wanted to express our gratitude for your service, leadership, and vision. We wish you the very best in retirement!

High:

A significant acute (immediate) threat to an individual’s health based on an individual’s medication regimen as high, medium, low risk or no risk to the individual’s health.

Medium:

A high polypharmacy risk for members on eight or more medications.

Low:

Inappropriate medical regimen for diagnosis (based on commonly accepted guidelines)

Additional medication is warranted for appropriate treatment (based on a medical decision matrix)

A significant acute (immediate) threat to an individual’s health based on an individual’s medication regimen as high, medium, low risk or no risk to the individual’s health.

The Importance of Preventive Care

The Importance of Preventive Care

As we move through 2022 the spotlight on Preventive Care measures has come to

A Message from the Chief Medical Officer,

Quality Corner by Premila Kumar, Chief of Quality Initiatives
make a visit to meet with your team, please let us know!

this summer! If you would like to request a Provider Relations Account Manager to PHP.

ensuring members receive necessary preventative care. PHP greatly appreciates your throughout the year.

collaboration!

we have encountered the extended evaluation PHP and its DME Team are working hard to minimize the negative impact of the supply chain disruption, the following items or services may take longer to deliver:

caused by both COVID-19 and supply chain and production issues. As a result of the PHP will be reaching out to our provider partners to support quality initiatives

Partners Health Plan is closely monitoring the ongoing shortage of certain DME items

As always if you have any questions, please contact us at

When we receive an update from the State with respect to timing, we will immediately

If you have not done so already:

because payments will be distributed via a hard copy bank check, we initiated separate

At the same time, we have been making the necessary logistical preparations so that as

we are prepared to immediately disburse these funds to the intended recipients. Accordingly,

as soon as we receive the amounts due to the providers from the State, we will be

DME Supply Chain Issues

Palm Tree Health Plan is monitoring the ongoing shortage of certain DME items due to the COVID-19 pandemic and COVID-19 related issues. As a result, the supply chain disruption, the following items or services have become

- Custom wheelchair repair due to the nation-wide spare parts shortage
- CPAP and BiPAP machines due to multiple recalls by Respitech Medical Inc.
- Custom DME due to the global supply disruption of custom-made parts

In addition, we would like to also remind

DMEs. The site also provides links to other resources:

As a result, we are preparing to immediately address this critical need. As a result, we are implementing DME optimization initiatives to ensure we reduce our inventory hold, as well as

In addition to the custom part shortage, we have encountered the extended evaluation DME Supply Chain Issues

Nevertheless, we are an integral part of the supply chain in the country,

looking specifically to Colorectal cancer and breast cancer screenings, PHP wants to support our members to ensure they have

To support this, PHP is working with our billing service (Clearinghouse) to improve our electronic submissions and electronic payments. PHP would like to remind our providers of the ease of establishing and

Electronic submissions have been successfully transmitted and received. If the

submitting claims electronically.

When we receive an update from the State with respect to timing, we will immediately

Claims and Billing Corner

As a result of the PHP will be reaching out to our provider partners to support quality initiatives

2022 Provider Outreach & Engagement

PHP will be reaching out to our provider partners to ensure we

In addition, we would like to also remind

At the same time, we have been making the necessary logistical preparations so that as

We are receiving an update on the BlackHawk program today, but are immediately

The CDC and ACS both recommend colorectal cancer screenings for adults aged 45 and above as well

The Centers for Disease Control and Prevention's (CDC) and the American Cancer Society’s (ACS)

COVID-19) and personal history. The current recommendation for colorectal cancer screening

The Centers for Disease Control and Prevention’s (CDC) and the American Cancer Society’s (ACS)

According to the CDC, Breast Cancer in females is the leading cause of new

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Palm Tree Health Plan is monitoring the ongoing shortage of certain DME items due to the COVID-19 pandemic and COVID-19 related issues. As a result, the supply chain disruption, the following items or services have become

Renewed national data from the CDC shows Colorectal cancer is the 4th leading cause of death among all cancers. Colorectal cancer screening covers the cost of all the above tests for our members.

Screening options can vary based on the individual's ability to tolerated different procedures, they include a colonoscopy, flexible sigmoidoscopy, CT colonography, FIT-DNA test or a Fecal occult Blood test. PHP now recommend colorectal cancer screenings for adults aged 45 and above as well

Cancer is the leading cause of new diagnoses among men, as well as the fourth leading cause of death. Despite the number of newly diagnosed cases, many U.S. cancer patients today are diagnosed at a late stage of disease progression, which may be

According to the CDC, Breast Cancer in females is the leading cause of new diagnoses among women, as well as the second leading cause of death. Despite the number of newly diagnosed cases, many U.S. cancer patients today are diagnosed at a late stage of disease progression, which may be

"The Centers for Disease Control and Prevention’s (CDC) and the American Cancer Society’s (ACS)

According to the CDC, Breast Cancer in females is the leading cause of new diagnoses among women, as well as the second leading cause of death. Despite the number of newly diagnosed cases, many U.S. cancer patients today are diagnosed at a late stage of disease progression, which may be

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Submissions to contact Provider Relations:

For any questions or concerns, please send an email to providerrelations@phpcares.org.

If you have any difficulty with the website or have additional questions, please contact 837 (claims) and 835 (electronic remittance advices).

Effective 6/1/2022, our Third-Party Administrator, HealthSmart, has transitioned to ECHO. For more information, visit https://php.healthsmart.com.


Credentialing and Re-Credentialing

Going forward, in order to contact the Provider Relations team:

- Mail: Partners Health Plan, Attn: Provider Relations, 8501 South Lake Boulevard, Suite 100, Lakeland, FL 33805
- Electronic: providerrelations@phpcares.org

A ticket will be created and accepted as soon as possible. Once a ticket is submitted, a Provider Relations team member will reach out to you on our ticketing process.

We appreciate your cooperation with our re-credentialing process.

Please send us any changes to your organization immediately.

Please be reminded that under New York State law, the Medicaid beneficiary, or their responsible relative, is prohibited from requesting any monetary compensation from a Care plan, as it would be considered fraud.

We strive to ensure timely filing rules still apply for resubmissions.

ECHO is one of the leading payment processors in healthcare connecting over one million providers to insurance companies, health plans, and TPA solutions, previously notified you of a change to partner with ECHO Health, Inc., as HealthSmart will appear on your bank statement from Huntington National Bank.

For more information, visit https://www.echohealthinc.com.

Do you have questions or concerns? Here’s how to receive assistance from the Partners Health Plan Network Development and Provider Relations team!

Other Provider Updates & Announcements

Be sure to check out our monthly Provider Manual which highlights important resources and important updates.

Credentialing & Re-Credentialing - keep it current!

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