



# Provider Network Newsletter

June 2020

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## THANK YOU to our Health Heroes

Partners Health Plan (PHP) is grateful for all essential workers helping to keep patients safe and healthy during the COVID-19 Pandemic. PHP recognizes that many network providers are on the front line battling through this terrible crisis and we appreciate the work being accomplished every day.

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### A Message from Stephan Deutsch, MD Chief Medical Officer

**During this unprecedented time, PHP continues to do all we can to support both members and providers.** In addition to physician generated telemedicine calls, all PHP members have access to a telemedicine service which provides them with 24/7 coverage for urgent and emergent problems and when necessary after-hours routine problems such as medication refills. The results from all calls are forwarded to the member's primary care physician for follow up. The PHP team also gets notification of member emergency room visits and hospitalizations from Healthix, the regional health information exchange and is forwarding this information to the member's primary care physician for review and management.

All members are assigned to a care manager who is either an RN or MSW. During this crisis, each member has been contacted on a weekly basis or more often if they are high risk or have symptoms and are isolating at home or in a residence.

We know how difficult this situation is for our provider network and can assure you “our door is always open” for any issues you need to discuss or requests that you have. We are here to support you and thank you for the excellent care that you provide to our members. Please take care and stay well.



## Meet our new team members!

**Over the last several months PHP has added valuable staff resources within the newly formed Network Development and Provider Relations Department.**

The new PHP Network Development and Provider Relations team has been -restructured under **Courtney Skivington-Wolf**, Vice President of Network Development and Provider Relations. Leading the team are **Amanda Senko**, Assistant Vice President and **Steve Schneider**, Director.

The department now includes three highly experienced regional Account Field Managers

**Michele Hope:** Managing organizations in Nassau, Suffolk, Brooklyn, Queens and Staten Island ([mhope@phpcares.org](mailto:mhope@phpcares.org))

**Sandra Petrus:** Managing organizations in the Bronx, Manhattan, Westchester and Rockland ([spetruscampbell@phpcares.org](mailto:spetruscampbell@phpcares.org))

**Rachel Plakstis:** Managing I/DD agencies throughout the PHP service area ([rplakstis@phpcares.org](mailto:rplakstis@phpcares.org)).



## PHP Provider Survey Scheduled for June 2020

Partners Health Plan will be distributing, through both email and mail, a Provider Satisfaction Survey to all PHP Network Providers as part of an ongoing commitment to

identifying opportunities for improving overall provider satisfaction. The results of this survey will be evaluated and presented to PHP's Quality Management Committee. Thank you in advance for your participation in this important survey.

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## PHP Telemedicine Program for I/DD Service Providers

I/DD Service Providers partnered with PHP are eligible for discounted telemedicine pricing! Telemedicine is a valuable tool for I/DD service providers looking to ease the strain on frontline staff, reduce unnecessary Emergency Room visits and hospital admissions, and reduce members' exposure to COVID-19. Implementation is quick and efficient. Contact the PHP Provider Relations team at [providerrelations@phpcares.org](mailto:providerrelations@phpcares.org) to learn more about how to get started with telemedicine at your organization.

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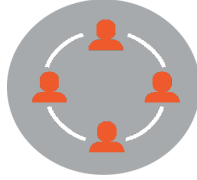
## PHP Sets 2020 Quality Initiatives

Partners Health Plan (PHP) is committed to provide timely communications to our providers regarding recent assessments completed, hospital admissions and discharges.

- PHP's Care Managers complete a comprehensive I AM assessment when a member is newly enrolled and on an annual basis. A summary of the assessment will be faxed or emailed to the provider when completed. The summary will include the responses to the functional assessment and advance care planning questions and current list of medications for the member. PHP is requesting the provider to review and send a signed response back to PHP and to include them in the patients' medical records. This will help increase the quality scores for Care for Older Adults HEDIS measures.
- Providers will be notified by fax or email when their member is admitted or discharged from the hospital. NCQA requires plans to notify physicians within 24-48 hours of admission or discharge and will audit medical records for compliance.

Providers should include the faxed notification in the patients' medical records.

- In third quarter of 2020, PHP will be sharing reports with providers about members who are missing preventive care screenings and tests for follow up.



## Welcome New Network Providers

Partners Health Plan welcomes the following ancillary providers that recently joined the PHP Provider Network:

- Americare, Inc.
- Acacia Network's BASICS and ACDP Programs
- Family Services of Westchester, Inc.
- Success Counseling Services
- Weng's Group NY, Inc.



## Claims & Billing Information and Updates

### PHP Makes Claim Submissions Easy

In order to ensure prompt adjudication of your claims, send all claims to PHP through one of the following options:

#### By Mail:

Partners Health Plan  
P.O. Box 16309  
Lubbock, TX 79490

#### By Electronic Submission:

##### Set up electronic claim submissions:

Change HealthCare EDI Claim Submission  
Change HealthCare Submitter ID: 14966

Change HealthCare Phone: 888-363-3361

*(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 electron claims submission free of charge).*

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## **COVID-19 Billing & Reimbursement**

During this pandemic, PHP will follow guidance provided by Centers for Medicare and Medicaid (CMS) and New York State Department of Health (NYSDOH) Guidelines for Billing and Reimbursement for providers as it relates to the CARES Act and Telehealth encounters. Providers are encouraged to follow the guidelines listed by both entities as the guidance continues to be updated frequently.

If you have any questions or issues related to billing for these services please contact Provider Services Department at [phpproviders@healthsmart.com](mailto:phpproviders@healthsmart.com) or by calling (844) 871-2355.



## **Keep your Organization Information Updated**

It is important for Providers to ensure PHP has accurate practice and business information. Accurate information allows us to better support and serve our Provider Network and Members.

Maintaining an accurate and current Provider information is a State and Federal regulatory requirement. Invalid information can negatively impact Member access to care and Member assignments and referrals. Additionally, current information is critical for timely and accurate claims processing. Providers must notify PHP in writing at least thirty (30) days in advance (when possible) of changes such as, but not limited to:

- Change in office location(s), office hours, phone, fax, or email
- Addition or closure of office location(s)
- Addition or termination of a Provider (within an existing clinic/practice)
- Change in Tax ID and/or National Provider Identifier (NPI)
- Opening or closing your practice to new patients
- Any other information that may impact Member access to care

Please feel free to notify your Provider Relations Representative or contact our Provider Services Department at [phproviders@healthsmart.com](mailto:phproviders@healthsmart.com) or by calling (844) 871-2355 if your information needs to be updated or corrected. *(Please Note: PHP is required to audit and validate our Provider Network data and Provider Directories on a routine basis. As part of our validation efforts, we may reach out to our Network of Providers through various methods, such as: letters, phone campaigns, face-to-face contact, fax and fax-back verification as well as email, etc.)*

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**Do you have questions or concerns? Please contact Partners Health Plan's Network Development and Provider Relations team at [providerrelations@phpcares.org](mailto:providerrelations@phpcares.org)**

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