Supporting Participants through PHP Care Managers

PHP recognizes the importance of prevention care by supporting the overall health and wellness of our participants. We all know that staying healthy helps our participants with chronic medical conditions stay out of the hospital. Maintaining one’s health is more critical now than ever with the COVID-19 pandemic. As always, our team is working with our participants to discuss necessary preventive care follow-up.

A network of PHP’s Care Coordination model is our frequent, routine contact with participants. Beginning in September, we focused on preventive care. PHP’s clinically licensed Care Managers provided outreach to all participants, especially those at highest risk for COVID-19 infection, receive preventive care information and education. Participants with appointments and/or testing coming due were supported to get their flu shot.

To deal with these issues, PHP Care Managers began conducting outreach during the month of September for the most vulnerable participants. The efforts are focused on identifying and addressing the importance of receiving a flu vaccine. These efforts will continue in October, with additional outreach to participants and their caregivers in various hospitals or health clinics where the immune system becomes more vulnerable to the severity of COVID-19, should they become infected.

Importantly, all participants are being educated on the importance of receiving a flu vaccine this year with many health risks continuing to increase. Care Managers are distributing educational materials, scheduling appointments, and offering in-home flu vaccinations for participants who are unable to leave their home. Support will continue throughout the remainder of this year and into 2021.

The ongoing partnership with our provider community is so vital to help participants reduce their risk of becoming ill. Please contact the PHP Care Coordination department if we can assist you with the PHP participants you support.

A Message from PHP’s Chief Medical Officer

Dr. Stephen Deutsch

As a reminder, the PHP NDPR health care account managers are an invaluable member of the team. Susan Wallach has a long history of working for PHP in different roles over the years and is an exceptional account management role for our developmental disability organizations.

As a reminder, the PHP NDPR health care account managers are helpful for all our enrollees and providers. As always, please contact us with questions, comments, or concerns at providerrelations@phpcares.org.

Important Pharmacy Update

A very important change will be effective January 1, 2021, when Partners Health Plan-Standard will be switching to MedImpact as our new pharmacy benefit manager (PBM). We can be assured that this new relationship will increase overall quality and satisfaction for our enrollees and providers.

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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 if you have questions.

Deadline Approaching for Care of Older Adult Healthcare Assessments

Partners Health Plan’s Quality Management Department is in the final stages of distribution and collection of the annual Care of Older Adult (“COA”) assessments. You will be sending assessment packages for patients that meet the COA attribution criteria. Please review those assessments and if you identify any discrepancies, please note them, and return in PHP. If you can add the information, please note, sign a copy in the patient's chart, and return to PHP in PDF at 646-933-7073. Please contact Barbara Garcia, PHP’s Quality Specialist at bgarcia@phpcares.org if you have any questions.

Welcome New Network Providers

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

- The Foot Center of New York
- Community Care Home Health
- DSS Urology
- Diet Delights (Nutrition)

Keeping Your Information Up-to-date

If your organization has moved, added locations or services, changed telephone or fax numbers, email address(es) or updated W-9 information, please ensure you keep PHP updated on those changes.

To ensure expeditious claim payment and correct listing in our Provider Directory, please email your updated information to phpproviders@healthsmart.com.

Provider Satisfaction Survey Results Reviewed

As we shared in our last Provider Newsletter, Partners Health Plan completed its annual Provider Satisfaction Survey in June 2020. The survey was randomly distributed to participating providers by both email and standard mail. These surveys are an important way for us to assess whether or not we are meeting your needs. We will use the survey results to identify improvement areas for serving you. In addition, for collection of feedback in the key areas of interest as we look for virtual tools to collaborate with our members.

This year’s survey results gave us data to evaluate how providers perceived PHP and its services. Nearly 100 providers completed the survey. Some of the key findings were:

- 85% of respondents rated overall satisfaction with PHP.
- 89% had positive reaction to our claims payments and processing.
- 78% communicated overall satisfaction with our services.
- 78% approved of our utilization management process.

As a follow-up and next step, we plan to develop an action plan for improvement areas. If you have any questions about the survey or would like more information, please contact providerrelations@phpcares.org.

PHP Makes Claim Submissions Easy

To ensure prompt adjudication remember to send all claims to PHP using 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 claim submission online. You may also call HealthSmart Clearinghouse at 866-744-6638 to set up the electronic claims submission free of charge.

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.