A Message from Stephan Deutsch, MD  
Chief Medical Officer

I want to thank all of our healthcare and DD providers for working with our staff to help vaccinate our members. As a result of this collaborative effort April’s numbers continue to show a downward trend in our members testing positive or being hospitalized for COVID-19. During the last two weeks of April there were no reported positive tests for COVID among PHP members. There was one hospitalization for COVID-19 last week and I have been notified that this individual is doing well.  

Our Care Coordination team is in frequent contact with the facility and PHP coordinators on their service needs in order to provide the best possible care for the member and the staff in a timely manner. We are working very closely with the local authorities to ensure a smooth transition for those who are being discharged and will be transitioning to our Care Coordination at home. We have set up a DME program for this transition. Our Care Coordination team is fully dedicated to providing the best possible support to our members during this time. 

Our Care Coordination team in conjunction with the Quality Group and Provider Services continue to educate members and providers about vaccinations and assist members with the logistics related to receiving a vaccine. This integrated process has been highly successful as evidenced by the PHP vaccination rate for its members. As of 5/2/2021 73% of PHP members have received at least one shot and 66% of members are fully vaccinated. 13% of members are hesitant for various reasons; the Care Coordination team aims to reduce this number through targeted outreach and provision of support to mitigate existing barriers. 

PHP Dental Corner

Each Provider Newsletter includes a Dental Corner to ensure our network dentists always have the latest information about Partners Health Plan! 

BeneCare, our dental partner, recently made outreach to each participating site and we will be sending additional information to your offices in the mail. We also wanted to share some reminders: 

**Claims Included: **
- Year Care Plans: Dental plans, orthodontics, and periodontics
- Add-on services are included in the above plans
- BeneCare is the in-network Dental 3rd party administrator for the Partners Health Plan dental programs.  
- Contact your practice management software vendor for a software update if you are unable to use PHP's Dental Payer ID number.  
- For paper claims, please mail to the following address: 
  - PHP Care Complete FIDA-IDD Plan Dental Claims 
  - c/o BeneCare Dental Plans 
  - 615 Chestnut Street, Suite 1001 
  - Philadelphia, PA 19106 

**Covered Services: **
- For routine dental care, implants, desensitization visits, etc., Partners Health Plan’s Provider Manual, section 11, contains detailed information about covered services. Prior authorization is not required, but predeterminations are available. Additionally, please ensure you always send us your most up-to-date contact and practice information for our provider directories. For additional information on our covered dental services, plan rules, or participation status, please contact 1-800-903-3335 for assistance.

**Pharmacy Updates: **
- As a reminder, PHP has partnered with MedImpact as our pharmacy benefit manager (PBM)! Below are some key items to keep in mind to best support your patients: 
  - **Pharmacy Provider Services:** Contact MedImpact if you have any questions at 1-888-648-6759. 
  - **Coverage Determinations:** Fax Number: 1-858-790-7100. Visit phpcares.org for the following forms: Coverage Determination, Coverage Redetermination, Coverage Reconsideration, CGM Request Form. 
  - If your patient is diabetic and requires a continuous glucose monitor (CGM) please use our CGM Request Form for the fastest processing! 
  - **Nutritional Drinks:** PHP Care Complete FIDA-IDD Plan covers nutritional drinks (such as Ensure, Glucerna, Thick-It, etc.) through our Durable Medical Equipment (DME) benefit. If your patient requires a nutritional drink, please fax the request and applicable clinical documentation to 646-948-1027. 

**Timely Filed Claims Will Avoid Unnecessary Denials**
- Make sure to follow the contractually defined claim filing terms of your agreement with Partners Health Plan. Claims must be submitted within a specific number of days following the date of service/discharge. Please review your contract for the exact number of days you are permitted. Your adherence to these timely filing requirements will reduce claim denials and the additional work required to appeal. Contact providerrelations@phpcares.org for assistance.

Health Outcomes Survey for Partners Health Plan Members
Do you have questions or concerns? Please contact Partners Health Plan's Network Development and Provider Relations team at providerrelations@phpcares.org.

Partners Health Plan would like to inform residential providers about the upcoming Health Outcomes Survey (HOS).

The Centers for Medicare & Medicaid Services (CMS) is committed to monitoring the quality of care provided to Medicare Advantage Organization (MAO) beneficiaries. One way CMS monitors the quality of care is through the Medicare Health Outcomes Survey (HOS).

The HOS measures the self-reported quality of life of MAO enrollees. Each year, a random sample of MAO enrollees is chosen by CMS and surveyed. Two years later, the same respondents are surveyed again as a follow-up measurement.

Survey responses will help Medicare, and our plan, improve the care it offers to PHP members.

Partners Health Plan members will be getting the "Medicare Health Outcomes Survey" in the mail, and we ask that residential providers follow up to ensure the PHP members or their caregivers receive and respond to the survey mailed to them. We greatly appreciate in advance a few minutes of your time to help with this important project.

Plan News: PHP Accepted into NY Health Plan Association

Partners Health Plan is thrilled to announce our approval for membership into the NY Health Plan Association, alongside industry leaders such as United, Emblem, & Aetna. PHP is proud to provide our unique model of care to New Yorkers with I/DD.

Learn more about the NY Health Plan Association

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Learn more about the NY Health Plan Association

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