



# CONNECTIONS

Coordinated Care Provider Newsletter • Spring 2016

Spring into  
Wellness



 coordinated care

 FROM  coordinated care

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# MORE New Year Reminders

## *Provider Policies*

There are many important updates that have been made to provider policies and procedures for the upcoming year. Be sure to visit [coordinatedcarehealth.com](http://coordinatedcarehealth.com) for a detailed list of what you need to know.

## *Credentialing Rights*

NCQA guidelines require that we re-credential our network providers every 36 months. That means that you may be receiving a series of reminders (as needed) to ensure your materials are up to date in Provider Source, CAQH or submitted to us in a timely manner. Please respond promptly so your participating status is not impacted. Our Credentialing and Provider Relations team will be reaching out if we don't hear from you to help ensure there are no interruptions in service to your patients.

## *Utilization Management*

Coordinated Care and its delegated partners have utilization and claims management systems in place to identify, track and monitor care provided, and to ensure our members receive appropriate care. Providers can get a copy of the criteria used to make specific Utilization Management (UM) decisions by contacting Provider Services. Here are some reminders about our UM process:

- We do not reward those that perform utilization reviews or decisions that result in underutilization.
- Decision-making is based only on appropriateness of care, service and existence of coverage.
- Utilization denials are based on lack of medical necessity or lack of covered benefit.
- Utilization review criteria have been developed to cover medical and surgical admissions, outpatient procedures, referrals to specialists, and ancillary services.
- Criteria are established, periodically evaluated and updated with appropriate involvement from physician members of the Coordinated Care UM Committee.
- Practitioners also have the opportunity to discuss any medical or behavioral health UM denial decisions with a physician or other appropriate reviewer at the time of notification to the requesting practitioner/facility of an adverse determination.

## End of the Year **AWARDS**

In December, the CDC's National Center for Immunization and Respiratory Diseases granted the state of Washington two National Immunization Awards during their 2015 Vaccine Coverage Awards. The two awards were for:

- Healthy People 2020 immunization coverage among adolescents from 13-17 years.
- Highest herpes zoster (shingles) vaccination coverage among adults over 60-years-old.

**Great work, providers of Washington!**



## MORE about Apple Health Foster Care

One of our goals in 2016 is to make healthcare more accessible to those living in foster care, and there are currently more than 100,000 foster children and youth in the United States\*. In order to make healthcare more attainable, our state has changed the health care model to better meet the needs of children and young adults in foster care.

Coordinated Care has been selected as the managed care plan to coordinate health care services for those living in, or recently out of the foster care system.

Our new program in collaboration with the Health Care Authority (HCA) is "Apple Health Core Connections."

**Beginning April 1, we will offer coverage to:**

- Children and youth in foster care
- Children and youth in adoption support
- Young adults in extended foster care (18-21-year-olds)
- Young adults 18-26-year-olds who aged out of foster care on or after their 18th birthday

We will do our very best to provide a smooth transition for providers and these families, and keep program participants with the same providers so you can continue delivering excellent care.

Visit [www.CoordinatedCareHealth.com/CoreConnections](http://www.CoordinatedCareHealth.com/CoreConnections) to learn more about the Apple Health Core Connections program.

Provider systems and procedures will remain the same. If you have any questions in the mean time, please contact us at **1-877-644-4613**.

If you know of a provider in your area who is not currently contracted with Coordinated Care and would like to join our Apple Health Foster Care network, please have them email [JoinFosterCareNetwork@CoordinatedCareHealth.com](mailto:JoinFosterCareNetwork@CoordinatedCareHealth.com).

*\*Source: Cleveland Clinic, 2012*

## MORE on Open Enrollment

At the beginning of the year, the Washington Health Benefit Exchange announced that as of January 2, about 174,000 residents registered for or renewed health coverage almost a month before the open enrollment deadline. Of those residents, approximately 50,000 signed up for new coverage, and nearly 124,000 renewed their current health plan. Compared to the same point in the 2015 open enrollment period, we saw a 47 percent increase in sign-ups.

Read the full press release from the Washington Health Benefit Exchange at [www.wahbexchange.org/washington-healthplanfinder-sees-sign-ups-jump-to-174000-entering-final-month-of-open-enrollment/](http://www.wahbexchange.org/washington-healthplanfinder-sees-sign-ups-jump-to-174000-entering-final-month-of-open-enrollment/)

The biggest growth in enrollments came from young consumers or "Young Invincibles." Over 50,000 residents ages 26-34 signed up for a new health plan or renewed their coverage during the first two months of 2016 open enrollment alone. This high number accounts for a 66 percent increase in sign-ups from the same age group compared to last year.

## MORE on Communication

Thank you for the positive feedback we've received on the format and content of this newsletter. Soon we will move to an electronic-only distribution system so please ensure we have email addresses for you and your colleagues who would benefit from the seeing the information in this newsletter. Email us at [CoordinatedCareProvider@Centene.com](mailto:CoordinatedCareProvider@Centene.com) to let us know what email addresses in your office we should send this newsletter to in the future.

Don't miss out on important updates!

## MORE on Advance Directives

It is important for all providers and staff to be aware of and comply with federal and state law regarding Advance Directives. PCPs and providers seeing Coordinated Care members must certify that members ages 18+ receive information on Advance Directives, and are informed of their right to execute one.

When Coordinated Care members schedule an appointment as new patients, we recommend that all providers:

- Ask members if they have implemented an Advance Directive.
- Request they supply a copy of any existing Advance Directives to include in their medical record.

- Make any past Advance Directives a part of their medical record.
- Discuss potential medical emergencies with the member and/or a designated family member/significant other, and with the referring physician.
- Document discussions about Advance Directives in their medical record.

**You can access Advance Directive resources for your patients on our website under Member Resources.**



## MORE on the Core

Encourage your patients to join The Core! By staying up to date with bi-weekly emails, they are able to accept invitations to community events, use our online resources and also receive health tips that will benefit the whole family. Have them visit our website and sign up today!

# Any Questions?

*We're here to help.*

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SPOKANE, WA  
PERMIT #895

## Call Provider Services:

Washington Apple Health (Medicaid) 1-877-644-4613 or  
Ambetter from Coordinated Care 1-877-687-1197 to:

- Ask general questions
- Request a copy of the Provider Manual or Billing Manual
- Get a copy of this newsletter

Visit our website at [CoordinatedCareHealth.com](http://CoordinatedCareHealth.com)  
to receive updates, access resources, and more!

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