



Texas | Fall 2018

practice**matters**



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Call our Customer Service Center at **888-887-9003**

Visit **UHCommunityPlan.com**

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We hope you enjoy this edition of Practice Matters. In this issue, you can read about the medical home model, changes in credentialing, value-added services, and much more.



A Message from Our Chief Medical Director — Salil Deshpande, MD

Primary care providers (PCP) can help when our members feel they need to go to the emergency room for treatment when they could be helped by an urgent care visit or a next day PCP appointment. An anticipatory plan of care is best in which the PCP works with the member living with chronic conditions such as asthma and diabetes to know how to prevent, recognize and handle exacerbating symptoms and when to seek help where.

For more information, go to UHCprovider.com/TXCommunityPlan > Reference Guides and Value-Added Services > **Helping Members Access Care Quick Reference Guide**.



Medical Home Model

A medical home has benefits for patients, families, and health care professionals, but it can seem daunting to make changes that really matter. This model demystifies the medical home process and provides practical steps you can take to improve access and delivery of care in your practice, all while improving satisfaction for yourself and your staff.



Learn more and get 1.5 CEs at TXHealthSteps.com > Building a Comprehensive and Effective Medical Home.

Growing Our Dual Special Needs Plans

Starting Jan. 1, 2019, we'll expand to new counties with our UnitedHealthcare Dual Complete, a Medicare Advantage Dual Special Needs Plan (DSNP). The plan includes specialized Medicare Advantage Prescription Drug Plan (MAPD) and follows Centers for Medicare & Medicaid Services (CMS) rules. Medical claims for these members will reimburse according to your UnitedHealthcare contractual Medicare Advantage payment appendix.



Visit UHCprovider.com/TXDSNP to check out the 2019 Dual Complete educational series available on the Texas channel of UHC On Air. In the Link application, go to UHCProvider.com > Menu > Resource Library > **Training** > UHC on Air. You can watch the annually required provider training UHCProvider.com > Menu > Resource Library > **Training** > 2018 Special Needs Model of Care Training.



Program benefits are available at UHCprovider.com/txcommunityplan.

Learn the Changes to Electronic Visit Verification

We've had a lot of updates to the way we use electronic visit verification (EVV) for in-home services by some types of care providers, such as personal care attendants. Some of the changes include:

- DataLogic Vesta.EVV will be the only EVV vendor starting Nov. 6, 2018
- Order small alternative devices (SAD) directly through DataLogic Vesta.EVV system
- The quarterly minimally acceptable compliance score is now 75 percent and was reduced temporarily to help everyone adjust to one EVV vendor. The 90 percent minimum score resumes Jan. 1, 2019.



For more on these changes, go to UHCprovider.com > Menu > Resource Library > **Training** > UHC on Air > Electronic Visit Verification.

Credentialing in Texas Just Got Easier

Starting April 1, 2018 credentialing and re-credentialing across Texas and managed care organizations (MCOs) got easier. A statewide Credentialing Verification Organization (CVO) was secured by the Texas Medical Association (TMA) together with MCOs who are contracted with the Texas Health and Human Services Commission (HHSC). *Aperture, LLC* is the CVO for Medicaid and CHIP providers. For those whom Aperture is processing the credentialing, Aperture will initiate re-credentialing activities when the time comes.



For more information, visit the Texas Association of Health Plans (TAHP) Frequently Asked Questions at HHS.Texas.gov > services > Health > Medicaid-CHIP > **Resources for Providers** or go to aperturecvo.com.

Important information for health care professionals and facilities

We Need Your Help Assessing Risk

As a PCP, we rely on you to determine medical necessity for your patients who are our members. Different forms are unique to some benefits and services which can aid a member whose level of care would otherwise require living in a facility. Supports that can be helpful include durable medical equipment, personal care attendants and other long-term services and supports (LTSS). Potentially eligible STAR Kids and STAR+PLUS members include those who are living with one or more chronic health conditions and/or live with an intellectual and developmental disability. To learn more about Texas LTSS services, go to HHS.Texas.gov > Laws and Regulations > Reports and Presentations > 2017 > Medicaid CHIP Perspective, 11th edition > **Chapter 7 Long-Term Services and Supports.**

Completion of these medical necessity forms is considered an administrative cost and is not eligible for reimbursement by Texas Medicaid. To avoid unwitting facilitation of fraud, all care providers should review and familiarize themselves with the information in the Special Fraud Alert for Physician Liability for Certifications in the Provision of Medical Equipment and Supplies and Home Health Services that is located on the Office of the Inspector General website at oig.hhs.gov/fraud/docs/alertsandbulletins/dme.htm.

Examples of forms include:

- **Medical Necessity and Level of Care Assessment:** Contains a Physician Signature Page for the initial assessment certifying the applicant requires nursing facility services or alternative community based services under the supervision of an MD/DO. A physician's signature is optional for Annual and Significant Change in Status Assessments. Learn more at TMHP.com > provider > Forms > Long Term Care Programs > **3.0 Medical Necessity and Level of Care Assessment (MN/LOC): Item by Item Guide.**

- **Title XIX DME/Medical Supplies Physician Order Form:** For durable medical equipment and supplies found at TMHP.com > provider > forms > **Home Health Services (Title XIX) DME/Medical Supplies Physician Order Form.**
- **Adult Day Health Care:** Our adult day health care providers will reach out to you for initial and annual needs assessment for their program. They should send you the form, but you can also go to HHS.Texas.gov > Laws and Regulations > Forms > enter form number 3055.
- **STAR Kids:** Community First Choice may help STAR Kids with an intellectual, developmental disability and/or behavioral health diagnoses. This group of LTSS services includes:
 - **Personal assistance:** Help with activities of daily living household chores and escorts, also known as personal care attendants, who accompany members to medical appointments when they cannot go alone.
 - **Habilitation:** Assistance with skills necessary to accomplish activities of daily living (ADLs), instrumental activities of daily living (IADLs) and health-related tasks
 - **Emergency Response Services:** Electronic monitoring systems for functionally-impaired members who live alone or are isolated in the community. In an emergency, the member may press a call button to access around-the-clock help.
 - **Support management:** Voluntary member training on how to select, manage and dismiss attendants.



The Community First Choice is at HHS.Texas.gov > Laws and Regulations > Forms > enter form number 3055 > **Form H1263.**



Safety Measures for Members Taking Psychotropic Medications

Atypical antipsychotic medications used by people with schizophrenia can cause cardiovascular side effects such as arrhythmias and deviations in blood pressure. In rare cases, they may also cause congestive heart failure, myocarditis and sudden death¹. The National Committee for Quality Assurance (NCQA) helps ensure our members get the care they need by measuring claims data to determine compliance with their the Healthcare Effectiveness Data and Information Set (HEDIS). Here are the steps to successfully observe this particular HEDIS measure **Diabetes and Cardiovascular Disease Screening and Monitoring for People With Schizophrenia or Bipolar Disorder**. For members ages 18 – 64 with:

- Schizophrenia or Bipolar Disorder who are using antipsychotic medications need an annual diabetes screening and monitoring with both an LDL-C test and an HbA1c test.
- Schizophrenia and Cardiovascular Disease need at least an annual LDL-C test.

¹Fadi T. Khasawneh and Gollapudi S. Shankar. **Minimizing Cardiovascular Adverse Effects of Atypical Antipsychotic Drugs in Patients with Schizophrenia**. Cardiology Research and Practice. Vo. 2014, Article ID 273060.

National Alzheimer's Awareness Month

The month of November is dedicated to support those who take care of family members and others with Alzheimer's disease by offering education, support and tools. We offer value-added services to help:

1. A consultation for members and family to know how to care for someone with Alzheimer's
2. MedicAlert to those who qualify. This offers a bracelet or necklace with a national number to call if the patient gets lost. Also offered is emergency health assistance for those who qualify for an in-home fall alert system.



For more information, go to Alz.org.

Helping Members Better Take Their Medications

Starting Oct. 1, 2017 we began allowing some members with certain medications to fill their prescription(s) for 3 months rather than the standard 30 days to help patient medication compliance. In some instances, members will have a lower co-payment.



For more information, go to UHCPProvider.com/TXCommunityPlan > **Pharmacy Resources and Physician Administered Drugs** or call **888-887-9003**.

New Routine Vision Care Vendor Partner

Effective Oct. 1, 2018, we welcomed March Vision as our new provider for routine eye care. Eligible members can visit them for routine annual eye exams and corrective glasses or contact lenses as necessary.



For more information, go to MarchVisionCare.com > **Locate a Provider**. Then select Texas and the member's plan.

Important information for health care professionals and facilities

Getting There

Medicaid patients can get transportation to and from appointments by calling toll-free Monday through Friday, 8 a.m. to 5 p.m., Central Time:

- Texas Medicaid's toll-free transportation hotline at **877-MED-TRIP**
- Members in the Houston/Beaumont service areas should call Medical Transportation Management at **855-687-4786**



Learn more about Texas Medicaid transportation at [TXHealthsteps.com](https://www.txhealthsteps.com) > Partners > **HHSC's Medical Transportation Program**.

Our free Value-added Service, Help Get a Ride, allows for up to 8 one-way trips for most of our members to get to dentists, pharmacies and doctors. Your staff or members can call our customer service at **888-887-9003**. Please allow for scheduling ahead of appointment date and time.

DSNP Members Can Call for Help

Let your patients who are our members know where they can call for help with benefits or other questions about our UnitedHealthcare Dual Complete Medicare Advantage Special Needs Plans. They can call provider services toll-free at **866-944-4983**.

Prior Authorization for Parabiv Medication

Starting Oct. 1, 2018, we now require prior authorization for Parabiv for the treatment of secondary hyperparathyroidism with chronic kidney disease. This includes any Q or C codes that CMS may be assigned to this medication.



For more information, go to [UHCprovider.com](https://www.UHCprovider.com)/TXCommunityPlan > Reimbursement Policies > Community Plan > **PARSABIV™ (ETELCALCETIDE)**.

Value-added Services

UnitedHealthcare Community Plan offers Value-added Services in addition to basic benefits to help serve our members' unique health care needs. These services are available at no cost to CHIP, CHIP Perinatal (expecting mothers), STAR Kids, STAR, STAR+PLUS members, and members who are eligible for both Medicare and Medicaid (dual eligible members). Examples include:

- Adult dental
- Annual wellness incentive
- Behavioral health support
- Mother and baby wellness
- Respite



For details, go to [UHCprovider.com](https://www.UHCprovider.com)/TXCommunityPlan > Reference Guides or to [UHCProvider.com](https://www.UHCProvider.com) > Menu > Resource Library > **Training > UHC on Air**.

NurseLine, though no longer listed as a Value-added Service, is a benefit for our members 24/7.

- **CHIP:** 800-850-1267
- **STAR:** 800-535-6714
- **STAR+PLUS:** 877-839-5407
- **Dual Eligible Members:** 877-596-3258

Think “In-network” When Making a Referral

When you're referring a member to other care providers for medications, we encourage you to refer to in-network care providers. If a non-participating care provider prescribes treatment, members may pay higher out-of-pocket costs. Members who don't have out-of-network benefits may be responsible for the entire cost of services obtained from non-participating care providers. Remember to coordinate care with other care providers involved in your patient's care.

Important information for health care professionals and facilities

New Professional Training Available

The award winning TXHealthsteps.com is adding many new continuing education offerings, such as:

- Behavioral Health: Screening and Intervention
- First Dental Home
- Interpersonal Youth Violence

Behavioral Health Changes for Medicaid Members

Updates for Texas Health Steps medical checkups that started July 1, 2018 include:

Adolescents

Members ages 12 –18 should receive a mental health screening annually. Texas Health Steps has added two additional screening tools for mental health screenings in adolescents. Approved screeners include: Pediatric Symptoms Checklists (PSC 17, 35 and youth (Y-PSC)); Patient Health Questionnaires (PHQ-9, PHQ-A and PHQ-A (modified for adolescents); and Car, Relax, Alone, Forget, Family, and Trouble Checklist (CRAFFT).

Mothers

Effective July 1, 2018, maternal postpartum depression screening is completed and reimbursed once per provider in the 12 months following the infant's birth during a Texas Health Steps checkup when the screening is completed using a validated screening tool as follows:

- Edinburgh Postnatal Depression Scale (EPDS)
- Postpartum Depression Screening Scale (PPDS)
- Patient Health Questionnaire (PHQ-9)

Positive screenings require the provider to discuss the screening results with the mother, discuss the possibility of depression and the impact depression may have on the mother, the family, and the health of the infant, and refer the mother to a provider who can perform further evaluation and determine an appropriate course of treatment. For this screening use procedure codes G8341 or G8350 and document the screening in the infant's medical record. For guidance implementing this screening, go to [Postpartum Depression Provider Tool](#).



See more about THSteps updates and policies go to DSHS.Texas.gov > [THSteps/Providers](#).

"A healthy attitude is contagious but don't wait to catch it from others. Be a carrier."

– Tom Stoppard



Texas

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Practice Matters is a quarterly publication for physicians and other health care professionals and facilities in the UnitedHealthcare network.

UnitedHealthcare Community Plan is the trade name of United Healthcare Insurance Company in the Texas Health and Human Services Commission's STAR+PLUS Central and Northeast Medicaid Rural Service Areas. UnitedHealthcare Community Plan is the trade name of UnitedHealthcare Community Plan of Texas L.L.C. in the following service delivery areas: Jefferson, Harris, Hidalgo, Nueces and Travis.

