



What's New!

Star Light, Star Bright

Last month we introduced our Coverage Appeals team, this month it is time to shine a light on the Medicare Health Outcomes Survey (HOS)! This survey is an assessment of a Medicare Advantage Organization's ability to maintain or improve the physical and mental health functioning of its Medicare beneficiaries over a two year period of time.

How does HOS affect Star Ratings?

Our Star Ratings are in part derived from our beneficiaries' reported responses to HOS questions. The clinical data collected from these questions are used to calculate two functional health outcome measures and three effectiveness of care measures. Each spring a random sample of twelve hundred Medicare beneficiaries is drawn for each health plan and surveyed by a CMS approved survey vendor. Two years later, the sample is surveyed again to measure clinical changes in the beneficiary's status. Cohort 1 was surveyed in 1998 and was resurveyed in 2000. During the most recent HOS administration (2018 Round 21), Cohort 21 was surveyed and Cohort 19 was resurveyed using HOS 3.0.

HOS can be delivered in English, Spanish, Chinese, and Russian. English and Spanish language surveys can be administered for both mail and telephone modes; Chinese and Russian language surveys are available for mail mode only.

Health plans should not field other surveys during, four weeks prior to and after the HOS data collection period, except for other

CMS sponsored surveys (i.e., CAHPS). This is the time frame that is sometimes referenced as the "blackout period." CMS strongly recommends that health plans not field non-CMS surveys to Medicare beneficiaries four weeks prior to, during, or after MA-CAHPS, HOS, and other CMS surveys, generally, between February 7 and August 31.

CMS uses these measures to help consumers compare health plans based on quality performance and to make accurate data more transparent.

Functional Health Outcome Measures:

- Improving or Maintaining Physical Health (Weight Value - 3)
- Improving or Maintaining Mental Health (Weight Value - 3)

Effectiveness of Care Process Measures:

- Monitoring Physical Activity (Weight Value - 1)
- Improving Bladder Control (Weight Value - 1)
- Reducing the Risk of Falling (Weight Value - 1)

Why is physical activity so important to our beneficiaries?

The 2008 Physical Activity Guidelines Advisory Committee concluded that regular moderate-to-vigorous physical activity reduces the risk of prevalent cancers such as breast and colon cancer as well as other types of cancers. A large portion of the general population already has a chronic disease or condition and in many cases, regular physical activity can reduce the risk of

developing a new chronic condition, reduce the risk of progression of the condition they already have, and improve their quality of life and physical function.

What can you do?

Ask Patients the following questions at every visit:

- What is their level of physical Activity?
- Do they exercise regularly?
- Encourage patients to start, increase or maintain their level of exercise or physical activity
- Utilize appropriate educational materials and suggest community resources
- Referrals to physical therapy so patients with limited mobility can learn safe and effective exercises
- Behavior change-focused weight management program
- Include in After Visit Summary material language similar to -> Staying active is important at any age.

If a member ever asks you about HOS, please encourage them to fill it out. We are reaching for 5 stars in each HOS measure! With your help we can achieve our goal and make our Star Rating shine bright!

SOURCES

https://health.gov/paguidelines/second-edition/report/pdf/PAG_Advisory_Committee_Report.pdf

<http://campaign.r20.constantcontact.com/render?m=1101676642331&ca=5bc9acd-78a2-4720-a74c-03d249b28c86>

continues on next page



Oral Health Billing

Please be sure to verify that the most current effective ADA codes are being reported. The submission of a request for Prior Authorization using codes that are no longer active will be denied. For example, code D1515 as of 1/1/19 - this code for bi-lateral space maintainer (fixed) was replaced with D1516 for the maxillary and D1517 for the mandibular.

The application of fluoride varnish takes less time to apply than foam fluoride and contains a smaller quantity of fluoride compared to fluoride gels? This application is recommended every six months and is a covered benefit with Steward Health Choice Arizona when billed with the CDT code D1206.

National Prescription Drug Take Back Day – April 27th 2019

The National Prescription Drug Take Back Day addresses a crucial public safety and public health issue. According to the 2017 National Survey on Drug Use and Health, 6 million Americans misused controlled prescription drugs. The study shows that a majority of abused prescription drugs were obtained from family and friends, often from the home medicine cabinet. The DEA's Take Back Day events provide an opportunity for Americans to prevent drug addiction and overdose deaths.

Project ECHO (MAT, OUD)

Steward Health Choice Arizona developed Mountain ECHO, a Project ECHO® replicate, which provides information on Medication Assisted Treatment (MAT) and Opioid Use Disorder (OUD) through education modules and case consultations. The program welcomes multidisciplinary professionals, from Peer Support Specialists to Physicians, from all over Arizona to be a part of the “all-teach, all-learn” tele-mentoring environment. Sessions are held on the 1st and 3rd Monday of every month from 12-1pm.

You can register online through our website: <https://www.stewardhealthchoiceaz.com/> -> Providers -> Project ECHO or Contact Rose Planteen, ECHO Program Manager at: Rose.Planteen@Steward.org (928) 214-1186 ■

Understanding Autism

All children struggle with social, emotional or communication skills occasionally – learning to share with others, expressing fears and adapting to change can vex any young person. But when such struggles impair one's everyday life, it may signal an autism spectrum disorder (ASD). It is estimated nearly one in 150 8-year-old children may have an ASD, according to a Centers for Disease Control and Prevention study of several U.S. communities.

Defined as developmental disabilities that cause significant problems with social interaction and communication, ASDs include autistic disorder, Asperger's syndrome and pervasive developmental disorder – not otherwise specified (PDD-NOS). All of the ASDs share similar symptoms, but the severity and initial onset may differ (the symptoms may appear any time before age 3). People with an ASD may have unusual ways of paying attention, learning, thinking and reacting to stimuli.

Signs may include:

- Makes poor eye contact
- Appears not to hear you at times or respond to his or her own name
- Avoids close personal contact
- Seems to be unaware of others' feelings
- Prefers to play alone
- Begins talking later than other children and/or loses the ability to say words or sentences
- Uses an abnormal tone or rhythm in speech
- Has trouble starting or maintaining a conversation
- Repeats words or phrases and movements, such as rocking or spinning
- Insists on specific routines or rituals and objects to changes
- Moves constantly
- Fixates on parts of an object
- Displays unusual sensitivity to light, sound and touch

Living with ASD

Aside from making social interaction difficult, ASD can affect other aspects of life, such as work and health. Sufferers may struggle to obtain or keep a job due to inappropriate comments, trouble adapting to

change and even poor grooming. Young people with ASD are often very literal, naïve and overly trusting, which may make them more susceptible to bullying and exploitation.

Early Intervention Can Help

Experts have yet to determine a cause of autism spectrum disorders, although there is no evidence routine immunizations or preservatives in vaccines are a cause or trigger. While there is no test to detect ASD, doctors look for symptoms of the disorders during standard well-child visits, often starting at 18 months using the M-CHAT screening questionnaire. If the developmental screenings reveal any signs of ASD, a more comprehensive evaluation can help diagnose the condition.

If you think your child may have an autism spectrum disorder, talk to your doctor. He or she can start the evaluation process and refer you to a specialist, if necessary.

Behavioral Health Corner

New behavioral health modifiers from AHCCCS

Services for NT19 SMI and SED members should include a new modifier 'UB' effective 3/1/19. Currently Steward is in the process of updating the claims adjudication system to accommodate this new modifier. Watch for an update in next month's new letter.

Court Ordered Treatment Services

COT – Inpatient UB - Admission Source/ Point of Origin – 8 Court or Law Enforcement

COT – Professional and O/P – utilize modifier H9 – Court-Ordered

Behavioral Health Services in Schools – Place of Service 03

Arizona Legislature has requested that Medicaid behavioral health providers deliver services to Medicaid recipients in a school setting and has appropriated Medicaid funds for this purpose. Behavioral health services in schools (Place of Service 03) has been an allowable by AHCCCS and many of our providers have ongoing programs to assist children in a school setting, while others provide individual services in schools to assist children in the community and/or families who may not have time for their children to attend appointments before or after school. Moving forward, AHCCCS will be monitoring

through all ACC/RBHA health plans, the number of services provided in a school setting, therefore it is necessary that all behavioral health services that are provided in the school setting are identified with the Place of Service 03 so SHCA can provide AHCCCS /AZ Legislature with accurate information as to the great work that you are providing in our Arizona schools.

Terminated Service Codes

Service codes terminated effective 1/1/19
96101 – Psychological testing
96118 – Neuropsychological testing

Maternal and Child Health

Verbal and Blood Lead Screening

Blood lead screening is now required for all children in Arizona at 12 and 24 months of age. Children ages 36 to 72 months should be tested if they have not been previously tested. In addition, please make verbal lead screening a part of your normal well child checks.

BMI Screening and Education

A BMI Screening is required at well child checks. We at Steward Health Choice are supporting our pediatric members who may be overweight or underweight. We identified families who are not sure what their child's high or low BMI means or whether they should be concerned. We need your assistance in reviewing this score with your families and helping them understand how they can help their child be as healthy as possible.

Postpartum Visit

You can be paid separately from the OB package for your postpartum follow up with a member. Please schedule members for their postpartum visits on or between 21 to 56 days after delivery. You can submit a claim for this visit. Please contact your Provider Performance Representative with questions.

Family Planning - Long Acting Reversible Contraception (LARC)

Steward Health Choice Arizona provides the option for our members to use LARC as a birth control option. Please remember to mention this option to your patients when discussing family planning. LARC services are billable separate from a visit and can be started right after a mother delivers her infant.

EPSDT Developmental Screening:

Early Intervention can change a child's future. We at Steward Health Choice Arizona want to work with you to ensure Arizona's children receive all they need to be successful. Periodic developmental screenings during early childhood is essential to identify possible delays in growth and development. These screenings are required for children enrolled in Arizona's Medicaid program. To ensure you receive the proper reimbursement, use the CPT code 96110 with an 'EP' modifier. This allows you, as a PEDS Tool Trained provider, to receive an enhanced reimbursement.

EPSDT Tracking Forms:

Keep sending us your tracking forms for your Well Child Visits! Please submit EPSDT Tracking forms and EHR's directly to the EPSDT department, either by email or fax. It is not necessary to attach tracking forms to claims submissions.
Email: HCH.EPSDTCHEC@steward.org
Fax: (480) 760-4716

Immunizations:

Vaccines are important for your patients! Be sure they are aware serious disease is still out there and adhering to an immunization schedule provides the best protection. Please work with us to keep your patients on schedule and report immunizations to ASIIS.

Fluoride Varnish and Oral Health Screenings:

Fluoride Varnish is a requirement for our pediatric members 6 months through 2 years of age. This requirement may be billed separately from the EPSDT visit with code 99188(physician). Please remember to do an oral screening and apply fluoride varnish for our members. Healthy mouths improve kids' health!

AzEIP:

Steward Health Choice is asking providers to ensure the following when requesting AzEIP services:

- Review all AzEIP documentation and determine which services are medically necessary
- Complete AMSR and IFSP
- Complete the order for services with ICD 10 diagnosis codes and their description
- Document information that supports individualized goals and family support services

- Submit the most recent progress notes from the EPSDT/Well Child Visit and documentation that shows medical necessity
- Return requested information to the Health Plan within two business days from the date of the request in order to ensure medically necessary services are initiated within 45 days of a completed Individual Family Service Plan (IFSP). This includes the signed AzEIP AHCCCS Member Service Request form

Where to submit AzEIP AHCCCS Member Service Request Forms:
Email: hchazeip@steward.org
Fax: (480) 760-4716

Syphilis Outbreak continues in Arizona!

Please increase your member screenings. Steward Health Choice Arizona covers all member screenings. Members are not required to be on the list of recommended populations to have their screening covered.

Codes are: 86592, 86593, 86780, 87166

Current recommendations include:

1. All pregnant women at first prenatal visit, early in the third trimester, and at delivery, regardless of risk
2. Opt-out screening in both men and women who use hard drugs
3. Sexually active men who have sex with men, testing annually and every 3-6 months if at increased risk
4. Sexually active, persons with HIV, testing at least annually and every 3-6 months if at increased risk

Please help us support our population during this outbreak by performing screenings.

Makena:

Currently, Steward Health Choice requires the specialty drug Makena to be shipped by BriovaRx Specialty Pharmacy only. BriovaRx reports the brand name vials are frequently not available from the manufacturer, however, the auto-injector has been readily available.

If you are experiencing any Makena related issues please contact your provider network representative. ■

Tips & Tricks – Coding for Cancer

In order to avoid confusion when selecting the appropriate ICD-10 code, keep two things in mind:

1. Is it **“Active”** cancer
2. Or is it **“History of”** cancer

“Active” cancer ICD-10 codes are reported when the patient has a current diagnosis of cancer and documentation reports treatment or refusal of treatment.

Remember that there must be documented evidence that the cancer is active; such as: chemo/radiation, antineoplastic drug therapy (including adjuvant drug therapy for breast or prostate cancer) or refusal of treatment, contraindication of treatment, documentation of “watchful waiting”, etc. - any documentation to explain why a patient diagnosed with cancer is not currently receiving treatment.

Example:

Female patient with ongoing chemotherapy after right mastectomy for breast cancer.

- C50.911

“History” of cancer codes are reported when the patient no longer shows any signs of the cancer and is no longer on treatment. Cancer for which treatment is no longer being received without any documented evidence for why the patient is no longer receiving treatment for it would be most appropriately coded with a “history of malignant neoplasm” code.

Example:

Male patient with history of prostate cancer status post prostatectomy, no evidence of disease, all treatment completed.

- Z85.46

Contact Us

Steward Health Care Network
Risk Adjustment Department
410 North 44th Street, Suite 900
Phoenix, AZ. 85008

(480) 968-6866 ext. 5034

Email: hchperformanceimprovement@steward.org

Coding and Documentation materials are based on current guidelines and are to be used for reference only. Clinical and coding decisions are to be made based on the independent judgement of the treating physician or qualified health care practitioner and the best interests of the patient. ICD-10-CM, CPT and HCPCS are the authoritative referenced for purposes of assigning diagnoses and procedure codes to be reported. It is the responsibility of the physician and/or coding staff to determine and submit accurate codes, charged and modifiers for services rendered.

Oral Health

Oral health is very important to us. We want to make sure that our members are making their appointments from annual dental visits for an exam, prophylaxis, and fluoride to any treatment needed. When our providers submit Missed Dental Appointment Logs, we make outreach to our members to provide education on dental health and to assist in rescheduling missed appointments. Once you have filled out this form please fax to our office at 480-350-2217, attention Dental Outreach.

Please contact the Steward Health Choice Dental Care Coordinators at 480-760-4821 with any questions.

Online Pharmacy Prior Authorization Portal

Steward Health Choice has streamlined your access to important information!

Effective 1/1/19, Steward Health Choice providers have the ability to submit Pharmacy Prior Authorizations to us online through our very own PromptPA portal available at: <https://steward.promptpa.com>

In order to submit an online request, please be prepared with the patient’s name, ID number, and zipcode.

Clinical information submitted via the PromptPA Portal will be transmitted securely into the Steward Health Choice’s Pharmacy Coverage Determination system for review by a Steward Health Choice Pharmacist or Medical Director.

In addition to answering clinical criteria questions within the online prior authorization portal, chart

notes, lab results, and other relevant clinical documentation may be uploaded in PromptPA.

You can also access this link from our websites:

www.stewardhealthchoiceaz.com

www.stewardhcgenerations.org/az



**System Requirements: Web browser (i.e. Internet Explorer 9 or higher).*

Credentialing - Az+AHP Forms

Visit our website, www.StewardHealthChoiceAZ.com, click on the “Providers” tab and then “Overview” from the main menu and then click on the applicable form:

- AzAHP Practitioner Data Form
- AzAHP Organizational Data Form
- AzAHP Facility Application

Save The Date: Steward Health Choice Q2 All Provider Forum

MOHAVE - KINGMAN
Thursday, May 30, 2019
11:30 am - 1:00 pm
Mohave Mental Health Clinic
915 Airway Avenue
Kingman, AZ 86409

If you cannot attend in person, you can participate by joining us online:

From your PC, Mac, Linux, iOS or Android:
<https://zoom.us/j/3787608411> AND
By calling: (669) 900-6833 or (646) 876-9923 Meeting ID #: 378 760 8411

RSVP to Jadelyn Fields at Jadelyn.Fields@Steward.org with your name and number of anticipated guests. ■

Provider Online Resources

Our team brings an open vision to Arizona. We believe that those who provide care should be the leaders in creating and constructing new, better and less invasive mechanisms for the delivery of the care they provide. We are provider-owned and we understand both the rewards and difficulties of managed care and health plan/provider relationships.

Steward Health Choice Arizona:
www.StewardHealthChoiceAZ.com

Steward Health Choice Generations:
www.StewardHCGenerations.org

Visit us online for provider specific resources!

- Provider Portal Access
- Provider Manual(s)
- Prior Authorization
- Provider Notices/Announcements
- Provider Newsletters

To help you and your staff stay informed and help address any questions about Steward Health Choice, we have established the following support services:

- Provider Services call center
 - 1-800-322-8670
 - Open Monday - Friday 6:00 AM - 6:00 PM

Members can also access additional resources by visiting us online

- Health plan benefits
- Providers in network
- FAQs
- Programs and information about Steward Health Choice

Are you registered for the Provider Portal? Sign-up today!

Get access to member eligibility, claim status, prior authorization status and MORE!

www.stewardhealthchoiceproviders.org/ProviderPortal/Login/

To help you and your staff stay informed and help address any questions about Steward Health Choice, we have established the following support services:

- Provider Services call center
 - 1-800-322-8670
 - Open Monday - Friday 6:00 AM - 6:00 PM
- Members can also access additional resources by visiting us online
 - Health plan benefits
 - Providers in network
 - FAQs
- Programs and information about Steward Health Choice ■



Has any of your information changed?

We like to keep our records up to date! Please contact your Network Provider Performance Representative if you have changes to your roster, address, and fax or phone number.



HEALTH | CHOICE