

Provider Connection

January, 2020

Hometown Health

Senior Care Plus



Linda-Ash Jackson, M.D., to Retire in January

Dr. Linda-Ash Jackson, Hometown Health's Chief Medical Officer since 2005, has announced that she will retire on January 3, 2020. Her replacement has not yet been identified. Dr. Ash-Jackson's contributions to Hometown Health are innumerable. Her "patient-first" philosophy has always meant Hometown Health members receive the highest standards of care.

She will be missed by Hometown Health employees, members and our provider community.

Senior Care Plus Earns 4 Stars!

Senior Care Plus is proud to announce that we have earned 4 Stars for plan year 2020! The Centers for Medicare & Medicaid Services (CMS) use a five-star quality rating system to measure Medicare beneficiaries' experience with their health plan and healthcare provider. For our 2020 Star Ratings, Senior Care Plus saw great improvements in our clinical screening measures, member experience, and internal process measures.

Senior Care Plus continues to strive for 5 Stars. Here are the ways that your practice can help us get there:

- Make appointment access a priority with your practice
- Ensure that medical records and test results are shared between primary care and specialists
- Provide your patients with a positive experience in the office
- Educate your patients regarding fall risk prevention and bladder health
- Promote physical and mental/emotional health and wellness
- Stress the importance of preventive screenings
- Follow up with your patients as soon as possible after a hospitalization



Thank you for helping Senior Care Plus continue to be the premier Medicare Advantage plan in Nevada. For more information or questions regarding CMS Star Ratings or Hometown Health's quality initiatives, please email us at Quality@HometownHealth.com.

Member ID Card Update

Starting in January, Hometown Health Member ID cards will no longer list a Primary Care Provider (PCP).

Provider personnel are encouraged to access HealthConnect (<https://healthconnect.com/>) to find the patient's most up-to-date information.

Senior Care Plus Discontinues PPO Plans for 2020

Senior Care Plus announced in October that they will no longer offer PPO Medicare Advantage plans. This affects member living in Churchill, Douglas, Lyon and Storey counties in 2020. This means members' coverage through Senior Care Plus PPO plans will end December 31, 2019.

Senior Care Plus is committed to continuing to serve our HMO membership that resides in Carson City, Clark, Nye and Washoe Counties. The Provider Network will not change for these members, they will continue to be able to utilize all providers in the Senior Care Plus HMO network.

For members on the PPO plan that will need to transition to a new plan in 2020, a list of Medicare Plans available in the member's area can be found on Medicare.gov.

We want to thank you for partnering with us in this transition to ensure that these member's questions are answered. We are enclosing a copy of the member notification for your records.

This change will not affect your current contract with Hometown Health. Should you have any questions regarding this change, please don't hesitate to reach out to the Hometown Health Provider Relations Team directly at: HTHProviderRelations@hometownhealth.com.

Preferred Homecare Now Contracted for Enteral Supplies

Preferred Homecare is excited to announce that they are newly contracted for Enteral Nutrition, offering an expanded line of Enteral Supplies from Nestle, Kate Farms and Abbot.



The Enteral Nutrition includes services for both adult and pediatric patients who need enteral nutrition which can be administered via pump, gravity fed, syringe or orally. Preferred Homecare employees are Registered Dieticians (R.D.'s) to assist patients and clinicians with questions about their enteral nutrition orders.

Preferred Homecare has added Home INR Testing for patients who are prescribed Coumadin / Warfarin. Patient self-testing through the use of a home INR monitor may be used to improve the time in therapeutic rate (TTR) for select group of patients. Increased TTR leads to improved clinical outcomes and reductions in thromboembolic and hemorrhagic events. Preferred Homecare provides all testing supplies (PT/INR testing monitor, test strips, and lancets). Communicating the test result data to the prescribing healthcare provider for

clinical decision-making/dosing (four times per month).

Patients are trained in their home for both Enteral Nutrition and INR services and are then followed by a clinical team of RT's, RD's and RN's resulting in better outcomes.

To receive Patient Enrollment Forms for INR Testing please contact Mike Harrity Account Manager / Managed Care Specialist at mike.harrity@preferredhomecare.com or call 530-448-3504 – Cell. Enteral Nutrition Rx for patients - please fax to 775-825-7244.

Durable Medical Equipment (DME) Provider Options

A list of all In-Network DME Providers has been added as a link on HealthConnect in the forms section as well as on the Health-Connect landing page on the Hometown Health website. Please ensure you are recommending In-Network DME providers to Hometown Health and Senior Care Plus members.

Payer Payments From InstaMed – Sign Up Today!

Hometown Health has partnered with InstaMed to offer their free Payer Payments solution to deliver your payments via direct deposit. Hometown Health strongly encourages providers to sign up for Payer Payments from InstaMed. With this free solution, you will:

- Accelerate payments with direct deposit into your existing bank account
- Save time and money by eliminating paper checks and remittances
- Receive fully reconciled remittances electronically
- Access payment details 24/7, and view and print remittances

By registering for Payer Payments, you will receive payments from the payers listed at the following URL (www.instamed.com/providers/payer-list/) by electronic funds transfer (EFT) and claims information by electronic remittance advice (ERA).

After you register for Payer Payments, you will no longer receive a paper check or paper explanation of payment (EOP) from the payers listed on the InstaMed website. To opt out of Payer Payments from one or more of the available payers, please contact InstaMed at (866) 945-7990 or connect@instamed.com.

Family Nutrition Learning Program We're Looking for Pediatric Provider Input!

Hometown's Health & Wellness team is in the process of creating an online family nutrition learning program. The team is looking for feedback from providers who work with children between the ages of 5 and 18.

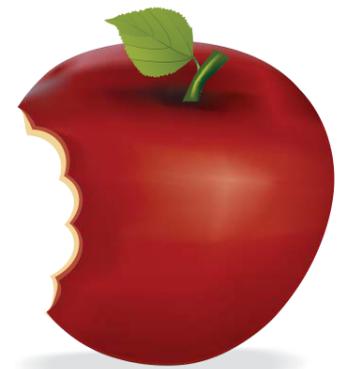
In the next few weeks, a short survey will be emailed to pediatric providers. This survey contains questions regarding your experiences counseling families about nutrition and the nutrition learning needs of this population.

The Health & Wellness team appreciates and values your input.



Take a Bite Out of Wellness Free Monthly Wellness Talks

Hometown Health offers a monthly wellness meeting with optional lunch to all Hometown Health members on the third Tuesday of each month at Hometown's Professional Circle Office.



Topics change monthly and incorporate a variety of wellness topics and trends. The talk is free to all with an option to buy lunch for \$15.

Space is limited so make sure to RSVP!

To see what topics are coming up in the next few months and to RSVP go to: <https://www.hometownhealth.com/healthy-tracks-overview/wellness-learning-luncheon/>.

CAHPS Survey

Use this guide to help positively affect every patient's health care experience.

Each year, the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey gathers feedback from consumers to better understand their overall health care experience. The survey results are then used by health plans and care providers to find ways to better serve patients and help them live a healthier life.

From February through June, CAHPS surveys are sent to a random sample of Senior Care Plus and Hometown Health members by a NCQA certified vendor. Results are reported along with the health plans HEDIS results and used in the Centers for Medicare and Medicaid (CMS) Star Ratings.

Hometown Health reviews the survey results closely every year, gaining information to improve operations and collaboration with our network providers. Together, our goal is to help drive quality improvements while enhancing the patient experience.

Here are some of the CAHPS questions that are tied to a patient's experience with your practice:

Getting Needed Care

- How would you rate your ease and timeliness of ...
 - o ... getting appointments with as soon as you needed?
 - o ... getting the care, tests or treatment you needed?

Getting Appointments and Care Quickly

- How often have you...
 - o ... gotten urgent care as soon as needed?
 - o ... gotten appointments at your doctor's office?
 - o ... been seen within 15 minutes of your appointment time?

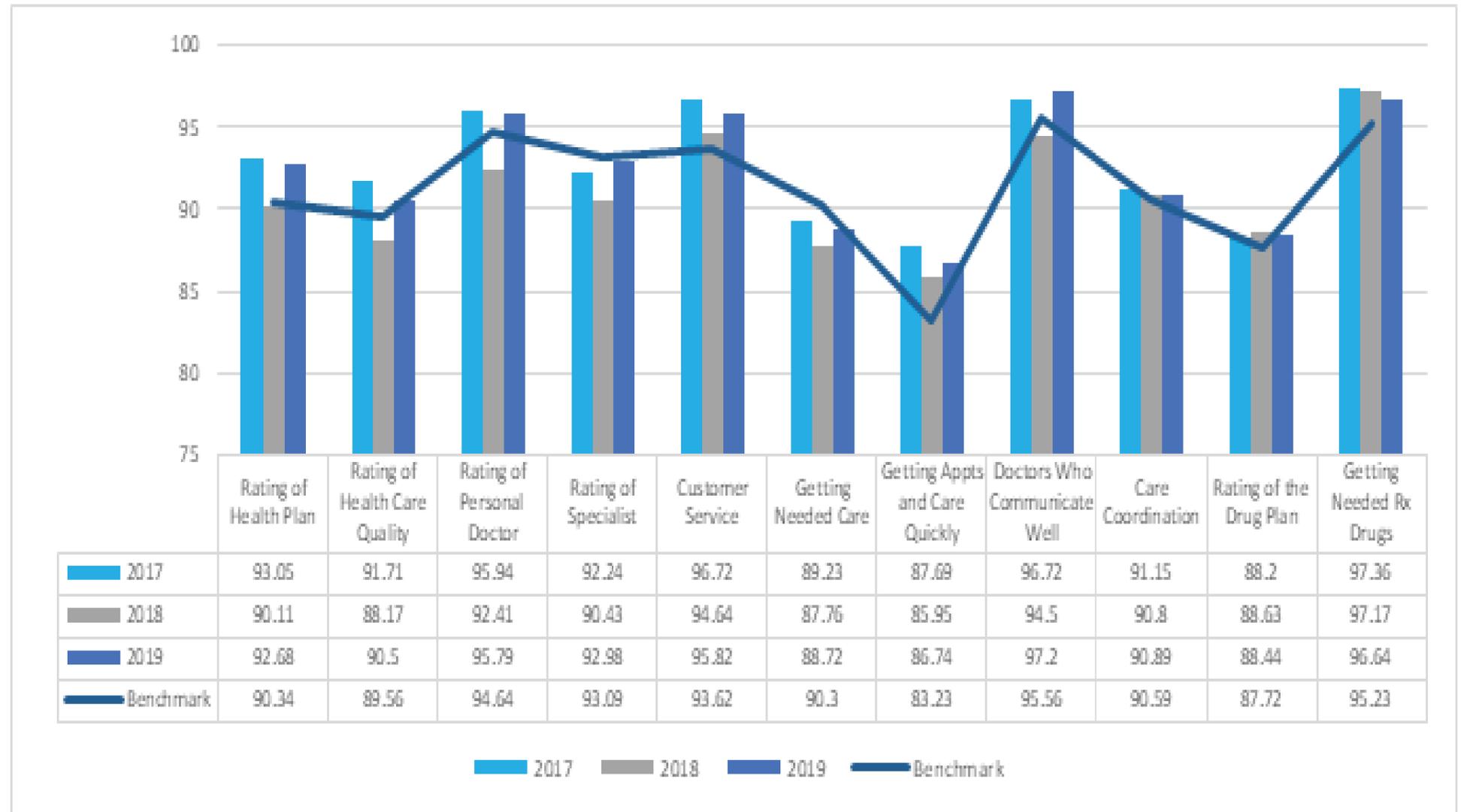
Care Coordination

- Has your personal doctor or doctor's office ...
 - o ... managed your care among different providers and services to your satisfaction?
 - o ... followed up promptly on test results?
 - o ... talked to you about all the medications you take?

Overall Ratings

- On a scale from 0 to 10, how would you rate your ...
 - o ... overall health care?
 - o ... personal doctor?
 - o ... specialist seen most often?

In 2019 Senior Care Plus saw improvement in each domain. This population is meeting the benchmark in most categories. Senior Care Plus is using tools like Press Ganey to help us monitor our member satisfaction throughout the year as well as trend our member's level of satisfaction with their primary care provider. Only our valued providers can help Senior Care Plus move the needle on the measures!



How can Providers help improve a patient's experience?

We appreciate your focus to continually evaluate the steps your office takes to help patients feel welcome and understood. The following are some ideas to try, if you aren't already doing them.



- **Make a Personal Connection** – Each person your patient comes into contact with plays an important role in the healthcare experience.
- **Fight the Flu** – Has your patient gotten their flu vaccine? If not, explain the benefits and work on a plan to help them get it.
- **Make it Easy** – Consider extending office hours or providing multiple services during a single visit.
- **Watch the Wait Times** – Approach a waiting patient every 10 minutes or so to let them know they haven't been forgotten. If there is a long wait, apologize and explain the reason for delay.
- **Be a Good Host** – When a patient arrives, greet them. Provide options that include rescheduling. Remember the customer service you appreciate – treat each patient the way you'd like a loved one to be treated.
- **Get the Complete Picture** – Gather medical records from other clinics or care providers including specialists. Assure the patient that you are working with their other providers to get them the care that they need and deserve.
- **Explain Recommended Tests and Pass along Results Promptly** – Ensure that the patient understands exactly when and how test results will be shared, whether that be a follow-up appointment, phone call or online portal. If there are delays in getting results, proactively let your patient know.
- **Go the Extra Mile** – Whatever your role, make an extra effort to help every patient get the care and



Nevada Behavioral Health Update: Curbside Consults and Chart Advisory Form

Mental Health is as important as physical health. To meet the needs of our members Hometown Health utilizes Nevada Behavioral Health (NBH) to coordinate care for Mental Health and Substance Abuse services.

NBH recently launched Curbside Consults for same day psychiatric interventions. If you come across a Hometown Health or Senior Care Plus members who might need to speak with a psychiatrist, please contact NBH at (877) 551-7001 or (775) 551-7001.

NBH has also created a new medication form that will help with the communications between the psychiatrists, NBH, and the patient's PCP.



CAQH and Credsimple improvements to the credentialing process



Some exciting news from Network Services. In August, we went live with two new Credentialing Vendors—CredSimple and CAQH.

Our goal with these two new vendors is to improve the providers' credentialing experience with Hometown Health, as well as reduce the turn-around time for the credentialing process.

New Authorization Matrix and Updated Fax Number

Hometown Health has combined the Commercial Plans and the Senior Care Plus Authorization matrices into a single document! Please refer to the new Authorization Matrix in the Forms Section of Healthconnect for Prior Authorization Requirements for Commercial plans and Senior Care Plus plans.

We have also updated the fax number for Medical Prior Authorizations. You can Fax Requests for Medical Prior Authorization for **All Plans** to: **775-982-3744**.

Please note that an expedited request must meet the following criteria: **An expedited request is one that by applying the standard time frame for making a determination could seriously jeopardize the life or health of the patient or the patient's ability to regain maximum function.**

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Centers of Excellence Authorization Requirement

REMINDER: Authorization is required for all services provided at a Center of Excellence, including Stanford Medical Center. If services are not available within the network, providers must contact Hometown Health's Utilization Management department to request an authorization for an Out-of-Network provider. Failure to obtain an authorization could result in a higher, Out-of-Network cost sharing amount and the member may be subject to balance billing.

Get Connected with Health Connect!

The HealthConnect Resource Page is a great tool that has lots of wonderful information for our providers.

- “How To” Videos on everything from resetting passwords, to submitting authorizations
- Downloadable HTH Benefit Thesaurus
- Tip Sheets to help Providers with Authorizations
- FAQs

All this and more can be found at: <https://www.hometownhealth.com/healthconnect/>