



The **Provider Report** is developed with healthcare providers, physicians, and office staff in mind. Our publications offer quick pointed information on the topics most important to you. Each issue features the latest provider news, resources, regulatory updates, administrative information and more to support you in providing quality healthcare to your patients.

Peach State Health Plan is dedicated to providing you with reliable services and support. We are committed to improving the way we do business with our providers.

We hope you will find this publication useful. Please feel free to contact our Provider Services team at **1-866-874-0633** with any suggestions or comments on how we can best communicate with you.



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## 2023 Maternal and Women's Health Provider Incentive Program

Peach State Health Plan understands the importance of the member/provider relationship is key to ensuring superb healthcare and member satisfaction. To recognize these significant partnerships, Peach State Health Plan has developed the 2023 Maternal and Women's Health Provider Incentive program for providing specific services.

HEDIS Measure Incentive Payout	
Postpartum Follow-up Care (PPC)	\$100

To learn more about the Maternal and Women's Health Incentive program, please contact your assigned Quality Practice Advisor.

## Inpatient Notification Process

Inpatient facilities are required to notify Peach State Health Plan for emergent and urgent inpatient admissions by the next business day of the admission with clinical information. Admissions made on the weekend require notification the next business day. Notification of newborn delivery is required by the discharge date. Admissions to higher level of care (NICU) for newborns are held to the same requirement as all other inpatient notification by the next business day. The following information is required once the delivery is complete to receive the claim reimbursement approval:

- Mother's name, Medicaid number, and DOB. Please provide mothers face sheet if available
- Member name and Medicaid number (mother).
- Newborn name (In the event, a name has not been selected at the time of discharge, please submit with the newborn's gender: Baby boy or Baby girl and Last Name (ex. Baby boy Smith)).
- Newborn's Medicaid number.
- Facility name, Physician name.
- Admit date, delivery date, type of delivery.
- Gender, weight, and Apgar score of the newborn, and gestational age of the newborn.

Notification is required to track inpatient utilization, enable care coordination, discharge planning, and ensure timely claim payment.

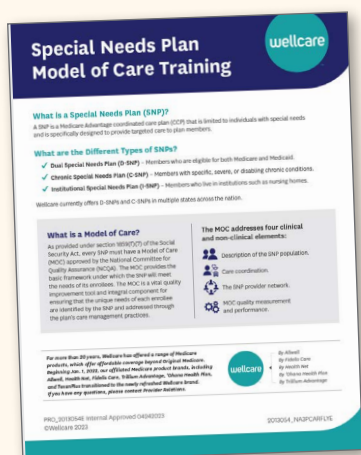
To provide notification and when applicable obtain prior authorization, please submit the information on the Department of Community Health Centralized Prior Authorization Portal: [www.mmis.georgia.gov](http://www.mmis.georgia.gov).

## Virtual Credit Card

Peach State Health Plan is working to improve provider payment methods. To reduce the environmental impact of our payments, and to enhance provider experience, all payments will be issued either via electronic funds transfer (EFT) or Virtual Credit Card (VCC). We are making the Virtual Credit Card program from Change Healthcare available to our provider network. This program is a widely used payment option in healthcare.

Beginning July 1, 2023, providers not enrolled for EFT payments began receiving payment via the VCC program. Payment information printed on your Explanation of Payment (EOP) will reflect the instructions outlined above.

**Other Payment Options** - You may opt out of the Virtual Card Payment Program **at any time** by calling **1-888-678-5862** or via [www.ehovcards.com](http://www.ehovcards.com). If you prefer to enroll in EFT rather than VCC, please go to [Providersupport@payspanhealth.com](mailto:Providersupport@payspanhealth.com) to access the enrollment form and instruction or call 877-331-7154.



## What is a Model of Care?

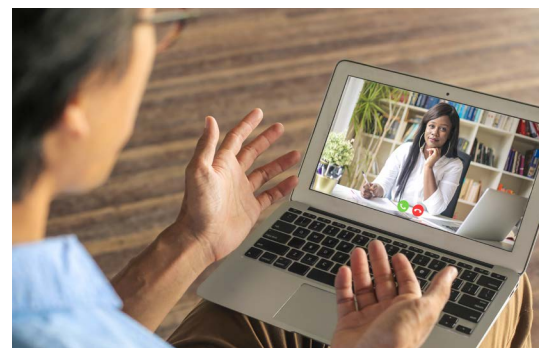
As provided under section 1859(f)(7) of the Social Security Act, every SNP must have a Model of Care (MOC) approved by the National Committee for Quality Assurance (NCQA).

The MOC provides the basic framework under which the SNP will meet the needs of its enrollees. The MOC is a vital quality improvement tool and integral component for ensuring that the unique needs of each enrollee are identified by the SNP and addressed through the plan's care management practices. The MOC training document and additional information can be found at [Model of Care Program | Wellcare](https://www.wellcare.com/en/medicaid/snp/model-of-care).

## Ambetter Virtual Access

Thank you for being a participating provider with both Ambetter from Peach State Health Plan and Ambetter Virtual Access. We have some important updates to share about the telehealth coverage for our Ambetter Virtual Access members.

Babylon Health's telehealth services are no longer available as of August 7, 2023. Due to this change, you may receive new requests for both virtual and in-person services from Ambetter Virtual Access members as you are currently in our network.



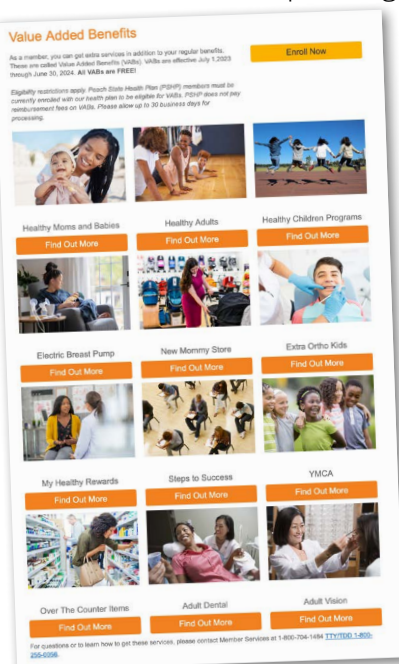


# Featured Articles

## Empowering Member Wellbeing through Value Added Benefits

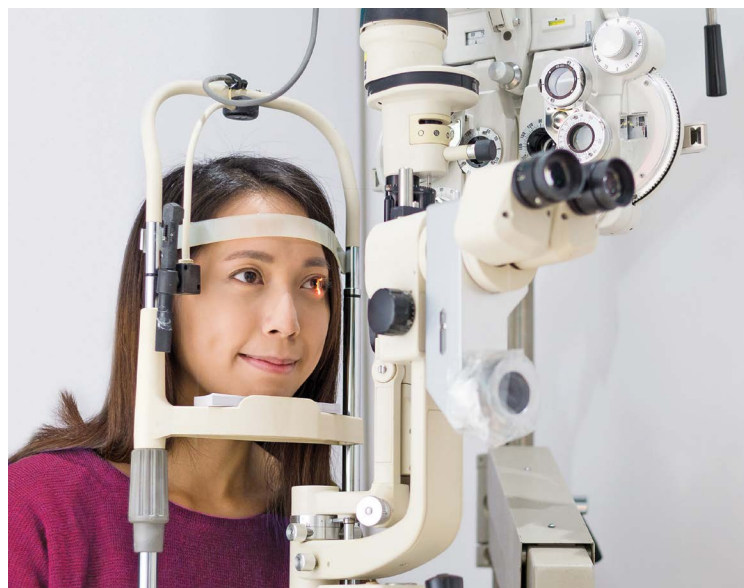
Peach State Health Plan is here to help make things easier for our members. We know that a little extra goes a long way! As part of our commitment to enhancing our members' whole health experience, we are offering complimentary Sam's Club or Costco warehouse memberships to eligible Medicaid plan

members. This partnership aims to further support their wellbeing by providing access to a range of quality products and services like groceries, household items, and gas at discounted rates. With the holidays approaching, these memberships can also help support



budget friendly family gatherings, gift giving options and seasonal clothing needs. We believe that this added benefit will contribute to our members' overall health and convenience, ensuring they are on a path to a seamless and cost-effective whole health journey.

To learn more about this and other Peach State Health Plan Value Added Benefits, please visit our [Value-Added Benefits](#) page.



## Diabetes Awareness: Eye Health and A1c Goals

November is National Diabetes Awareness month and a great opportunity to offer your patients' crucial reminders on managing diabetes. It also presents an ideal occasion to address both A1C goals and comprehensive eye exams, which not only contribute to HEDIS and STAR measures but also enhance overall care quality. Your voice as providers holds significant weight, with your patients highly valuing your insights. Here are some tips and tools:

- Initiating discussions on the progression of diabetes is a great way to start the conversation.
- Encouraging members to schedule routine appointments during their current office visits can effectively prevent potential care delays.
- Additionally, for members without diabetes but exhibiting risk factors, regular lab evaluations offer an invaluable chance for discussions and early intervention, such as through dietary and exercise adjustments.
- For members that do not have diabetes but may have risk factors it is important to evaluate members labs routinely which provides an opportunity for discussion and early intervention with such things as diet and exercise.
- <https://diabetes.org/tools-support>

# Featured Articles

## Patient Surveys Unveiled: Medicaid Insights 2023

The Agency for Healthcare Research and Quality (AHRQ) develops and administers several patient experience surveys including the CAHPS 5.1 survey, which stands for Consumer Assessment of Healthcare Providers and Systems. Every spring, the survey is sent to a random sample of patients to evaluate how patients perceive key aspects of their care. The 2023 results for Medicaid Child and Adult are now available. Below is a summary of feedback from patients contracted with the Plan:

<b>CAHPS Final Result Comparison</b>									
<b>Composite / supplemental question</b>	<b>Georgia Families</b>			<b>PeachCare for Kids</b>			<b>Medicaid Adult</b>		
<b>Rating Questions (% 9 or 10)</b>	2023	2022 QC*	Respondents	2023	2022 QC*	Respondents	2023	2022 QC*	Respondents
Rating of Health Care	72.3%	70.8%	303	71.2%	70.8%	340	55.0%	56.5%	160
Rating of Personal Doctor	79.7%	77.2%	413	76.2%	77.2%	484	63.4%	68.3%	164
Rating of Specialist +	66.4%	73.0%	107	69.3%	73.0%	114	56.6%	68.3%	83
Getting Needed Care	81.4%	84.2%	210	82.9%	84.2%	237	77.1%	81.9%	124
Getting care, tests, or treatment	89.5%	89.0%	305	89.2%	89.0%	343	85.6%	84.7%	160
Getting specialist appointment	73.3%	79.5%	116	76.5%	79.5%	132	68.5%	78.6%	89
Getting Care Quickly	85.6%	86.7%	219	87.3%	86.7%	239	77.0%	80.2%	100
Getting urgent care	91.5%	91.6%	141	90.5%	91.6%	158	76.3%	80.9%	80
Getting routine care	79.8%	82.8%	297	84.1%	82.8%	321	77.7%	79.8%	121
Coordination of Care +	88.0%	84.7%	142	86.4%	84.7%	162	78.8%	84.0%	66
How Well Doctors Communicate +	91.8%	94.2%	324	93.9%	94.2%	342	90.1%	92.5%	125
Dr. explained things	91.0%	94.5%	323	93.5%	94.5%	341	88.1%	92.6%	126
Dr. listened carefully	93.2%	95.5%	325	95.9%	95.5%	342	90.5%	92.7%	126
Dr. showed respect	95.7%	96.8%	325	96.8%	96.8%	343	94.4%	94.3%	126
Dr. spent enough time	87.3%	89.9%	324	89.2%	89.9%	342	87.2%	90.4%	125
Ease of filling out forms +	94.9%	95.9%	430	96.9%	95.9%	510	94.0%	95.5%	217
Flu Vaccine: 18-64	NA	NA	NA	NA	NA	NA	23.6%	40.1%	216

**Key**

	Star / accreditation measure
	Other measure
	Measure met or exceeded Quality Compass* benchmark

Peach State Health Plan reviews survey results annually to assess progress and areas of opportunity. Peach State plans and executes interventions to improve member experience. For the 2023 surveys, *Rating of Specialist* is a major area of opportunity, as the rates fell below benchmark for all 3 Medicaid surveys. To drive productive interactions during provider office visits, the Plan created the tool: The Office Visit Checklist, to coach members on ways to better engage in the care coordination process.

These patient surveys remain crucial for enhancing healthcare quality and patient satisfaction. As Peach State Health Plan continues its commitment to fostering a positive patient experience, the implementation of initiatives such as the Office Visit Checklist reflects a dedication to fostering effective care coordination and communication between patients and providers.



## Clinical Policy Highlights

Are you curious about what new Clinical and Payment Policies are coming in 2023?

All upcoming clinical and payment policies can now be found on our [What's New](#) provider news page.

For an expanded list of Peach State Health Plan's [Clinical and Payment Policies](#), please visit: <https://www.pshpgeorgia.com/providers/resources/clinical-payment-policies.html>. The November 2023 updates are noted below.

The following policies were revised:

### No policies were revised this month

The following policies were retired and are no longer available on our website.

### No policies were retired this month.

## Pharmacy Updates

### RX Effect Updates for your Medicare Members

*Providers, did you know that you can obtain bonus dollars using the RX Effect tool?*

In 2023, the RX Effect Bonus is doubled. The RX Effect tool provides targeted patient lists for:

- Medication Adherence -Triple weighted measures
- Members needing a 30 to 90-day Conversion
- Appointment Agendas

RX Effect offers an additional way to close out undocumented HCCs used for risk adjustment. Simply log into RX Effect to review your patient's condition(s) based on claims submitted and conditions listed in the member's medical history. Make the proper documentation and click submit!

Please reach out to your Provider Relations Representative to show you how to view your bonus monies in addition to incentive dollars.

Medication adherence measures (diabetes, blood pressure, and cholesterol) are triple weighted measures that you can impact daily by reminding members to take their medication as prescribed at office visits. If members have barriers to medication adherence, please let us know. The pharmacy team is here to help.

### Stay informed on the latest formulary updates at the links below:

#### Medicaid

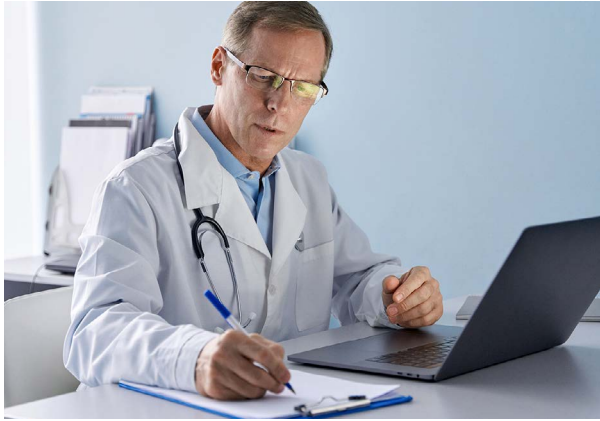
<https://www.pshpgeorgia.com/providers/pharmacy.html>

#### Medicare

<https://www.wellcare.com/Georgia/Providers/Medicare/Pharmacy>

#### Ambetter

<https://ambetter.pshpgeorgia.com/provider-resources/pharmacy.html>



## Provider Training and Education Opportunities

*Did you know that Peach State Health Plan offers trainings and Provider Information Hour Webinars for both our physical and behavioral health providers at no cost?*

Every month, our teams host a webinar that covers different hot topics each session. We also provide mostly clinical, provider-focused education on topics that are geared towards improving your patient outcomes. Most of our clinical trainings also offer behavioral health continuing education units (CEUs) at no cost to the attendee. Trainings are completed via live or virtual instructor led sessions.

Be on the lookout for training and informational webinar invitations sent to you in your inbox.

### Information Hour Webinars:

- THURS, NOVEMBER 30, 2023, 1:00 PM – 2:00 PM
- THURS, DECEMBER 21, 2023, 1:00 PM – 2:00 PM

## Helpful Links

### Looking for a provider relations representative?

A territory list of Peach State Health Plan Provider Relations Representatives based on region is available on the [Provider Resources](http://www.pshpgeorgia.com/providers/resources/territory-list.html) page, found here: [www.pshpgeorgia.com/providers/resources/territory-list.html](http://www.pshpgeorgia.com/providers/resources/territory-list.html)

### Looking for a doctor, dentist, specialist, hospital, clinic or pharmacy in our network?

Our Find-A-Provider Tool (FAP) can be accessed here: [www.pshpgeorgia.com/find-a-doctor.html](http://www.pshpgeorgia.com/find-a-doctor.html)

### We want to make it easy for you to work with us!

Peach State Health Plan wants to ensure you have the tools and support you need to deliver the best quality of care. Visit our [Provider Resources](http://www.pshpgeorgia.com/providers/resources) page for easy access to:

- Manuals & Forms
- Eligibility Verification
- Prior Authorization
- Electronic Transactions
- Preferred Drug Lists
- Provider Training
- Member Rights & Responsibilities



Provider Services: 1-866-874-0633  
Georgia Relay Service 711

**Mailing Address:**  
Peach State Health Plan  
1100 Cirlce 75 Parkway, Suite 1100  
Atlanta, GA 30339

**Claims Address:**  
Peach State Health Plan  
Attn: Claims Department  
PO Box 3030  
Farmington, MO 63640-3805

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