

Provider Report



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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Ambetter Virtual Access Notification

Ambetter Virtual Access is an innovative health plan that supports affordable and convenient access to licensed virtual primary care providers as well as access to specialists, mental health providers and a Care Team to assist with navigating the platform and in-network resources.



This Ambetter health plan simplifies members' healthcare journeys by offering a PCP-centric approach to care delivery. PCPs help navigate care needs by providing treatment or issuing the appropriate referrals to other in-network providers for any other non-virtual care services that are needed, excluding emergency or urgent care services. Referrals are also not required for In-Network mental or behavioral health services, obstetrical or gynecological services.



Non-Emergency Medical Transportation (NEMT) Eligibility for Peachcare for Kids

As of **December 1, 2022**, members enrolled in PeachCare for Kids® are now eligible for Non-Emergency Medical Transportation (NEMT) services through the Georgia Department of Community Health. To receive NEMT services, the caregiver or CMO plan representative may contact the appropriate NEMT broker directly to schedule transportation according to the member's residential county.

Allergy Testing and Therapy (CP.MP.100 Medicaid & Ambetter)

As a reminder Clinical Policy CP.MP. 100 is effective June 1, 2023. Please be sure to do the following:

- Change codes 86160, 86161 and 86162 from not payable to NOT payable only when billed with the following diagnosis codes:

B44.81	H10.01* - H10.45	J30.1 - J30.9	J30.0
J31.0	J45.2* - J45.998	L20.84	L20.89
L20.9	L23.0 - L23.9*	L25.1 - L25.9	L27.0 - L27.9
L50.0	L50.1	L50.6	L50.8
L50.9	L56.1	L56.2	L56.3
R06.2	T36.0X5A - T50.995S	T63.001* - T63.94*	T78.00X* -h T78.1XXS
T78.49XA - T78.49XS	T80.52XA - T80.52XS	T88.6XXA - T88.6XXS	Z88.0 - Z88.9
Z91.010 - Z91.018			

- Add the following diagnosis codes as payable with 86003, 86005, 86008, 95004, 95017, 95018, 95024, 95027 and 95028.

L20.0	L24.9	L20.81 - L20.83	L30.2
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- Add CPT 86001 as NOT payable.

Testing for Select Genitourinary Conditions (CP.MP.97 Medicaid, Ambetter & Medicare)

As a reminder Clinical Policy CP.MP. 97 is effective June 1, 2023. Please be sure to do the following:

- Added 0330U and 0352U as not medically necessary for members over age 13 (new code for July '22 with no utilization/cost data).
- Change matching requirements for ICD-10 B37.3 to apply to B37.31 and B37.32 which together now replace B37.3. There will be no savings change from this edit.
- Changed CPT 87481 from not medically necessary in any circumstance to not medically necessary when paired with the following dx codes, and only applied to members 13 years and over. Required the same dx code matching for new code 0353U (with no utilization/cost data):

Genitourinary Conditions

B37.31	B37.32	L29.2	L29.3
N39.0	N72	N76.0	N76.1
N76.2	N76.3	N76.81	N76.89
N77.1	N89.8	N89.9	N90.89
N90.9	N91.0 – N91.5	N92.0	N93.0
N93.8	N93.9	N94.3	N94.4 – N94.6
N94.89	N94.9	O09.00 – O09.03	O09.10 – O09.13
O09.A0 – O09.A3	O09.211 – O09. 219	O09. 291 – O09. 299	O09.30 – O09.33
O09. 40 – O09.43	O09.511 – O09.519	O09.521 – O09. 529	O09.611 – O09.619
O09.621 – O09.629	O09.70 – O09.73	O09.811 – O09.819	O09.821 – O09.829
O09.891 – O09.899	O09.90 – O09.93	O23.511 – O23.93	Z11.3
Z00.00	Z00.8	Z01.419	Z11.51
Z22.330	Z23	Z30.011 – Z30.019	Z30.02
Z30.09	Z30.40 – Z30.9	Z32.00	Z33.1
Z34.00 – Z34.03	Z34.80 – Z34.83	Z34.90 – Z34.93	Z36.0 – Z36.5
Z36.81 – Z36.9	Z38.00 – Z38.01	Z38.30 – Z38.31	Z38.61 – Z38.69
Z39.0 – Z39.2	Z3A.00 – Z3A.49	Z72.51 – Z72.53	Z86.19
Z97.5			



Redetermination for Medicaid and PeachCare for Kids has Begun

Medicaid redetermination began on April 1, 2023. This can be a confusing time for Medicaid members. Speaking with them about the process may help clear up any confusion they may have. Your Peach State Health Plan patients need to take these three steps to renew their coverage this year:

1. Update their contact information.
2. Check their mail or email for a letter from the State of Georgia
3. Complete and submit their renewal form (if they get one)

Keeping people covered is critical. Please help us in spreading the word about Medicaid and PeachCare for Kids® redetermination with your patients.

Top Drugs Rejected for Prior Authorization (Medicaid)

As your partner in healthcare, we want to provide you with helpful formulary information. Working with CVS Caremark, our Pharmacy Benefit Manager, we reviewed pharmacy claims that were rejected for authorization requirements, along with prior authorization requests for medications, and identified several high-volume products that have a formulary alternative.

Where appropriate, we ask you consider prescribing one of the PDL options. If you have any questions about this communication or what other medications may have a PDL alternative, please contact Pharmacy Services at (866) 399-0928. You can also call the Peach State Health Plan Pharmacy Department at 1.800.514.0083, Option 2.

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

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

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](#) page for easy access to:

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

Featured Articles

It's Back-to-School Time – Immunization Requirements

As children across Georgia head back to school in August, this is the month to start scheduling your patients for the recommended immunizations to enter school. Make sure to administer appropriate dosage or catch-up immunizations for missed dose(s) according to CDC Advisory Committee on Immunization Practice (ACIP).

Using the ACIP guidelines increase your opportunity to satisfy the HEDIS Measures requirement for Childhood

Immunization Status (CIS) and Immunization for Adolescent (IMA). Bill with the appropriate CPT and ICD-10CM codes for services rendered.

For complete HEDIS guidelines on immunizations download Peach State Health Plan HEDIS QRG MY2023 locate on our website: <https://www.pshpgeorgia.com/content/dam/centene/peachstate/pdfs/PSHP-GA-HEDIS-QRG-2023.pdf>

The following vaccine requirements for Children and Adolescents K -12 are:

Childhood Immunization Status (CIS)	
Immunization	Dose(s)
DTap	5 doses
Polio	4 doses
Hib	3 – 4 doses
MMR (or 2 measles, 2 mumps, 1 rubella)	2 doses
Hepatitis A	1 dose
Hepatitis B	3 doses
Rotavirus	2 – 3 doses
Varicella	2 doses
Pneumococcal conjugate	4 doses
Influenza (Flu)	1 – 2 doses
Immunization for Adolescent (IMA)	
Immunization	Dose(s)
Tdap	1 dose
Meningococcal conjugate	1 dose
HPV	2 – 3 doses



Understanding and Practicing Cultural Humility



Culturally competent care respects diversity in the patient population and cultural factors that can affect health and health care, such as language, communication styles, beliefs, attitudes and behaviors. Cultural competency is the foundation to reducing disparities by being culturally sensitive and providing unbiased, high-quality care.

Cultural proficiency is not just the acceptance of cultural differences, but rather is **“a transformational process that allows individuals to acknowledge interdependence and align with a group other than their own. Culturally proficient health care, in particular, makes use of a patient’s language and culture as tools to improve outcomes for that individual.”**

There is a critical component of cultural humility—having a humble and respectful attitude toward people of other cultures. It involves ongoing self-exploration combined with a willingness to learn from others. This helps the recognition of cultural biases and the realization that as healthcare providers, we can’t know everything about a culture.

To ensure you are continuing your journey to practicing cultural humility please utilize the following tools and resources available through Peach State Health Plan:

[Cultural Humility and Unconscious Bias in Healthcare Training](#) provided through Centene Institute

[Language Interpreter Services](#), provided twenty-four (24) hours a day, seven (7) days a week in 140 languages. In-person interpreter services are made available when Peach State Health Plan is notified **at least three (3) business days** in advance of the member’s scheduled appointment.

Providers must call Member Services at 1-800-704-1484 if interpreter services are needed. Please have the member’s ID number; date/time service is requested and any other documentation that would assist in scheduling interpreter services.

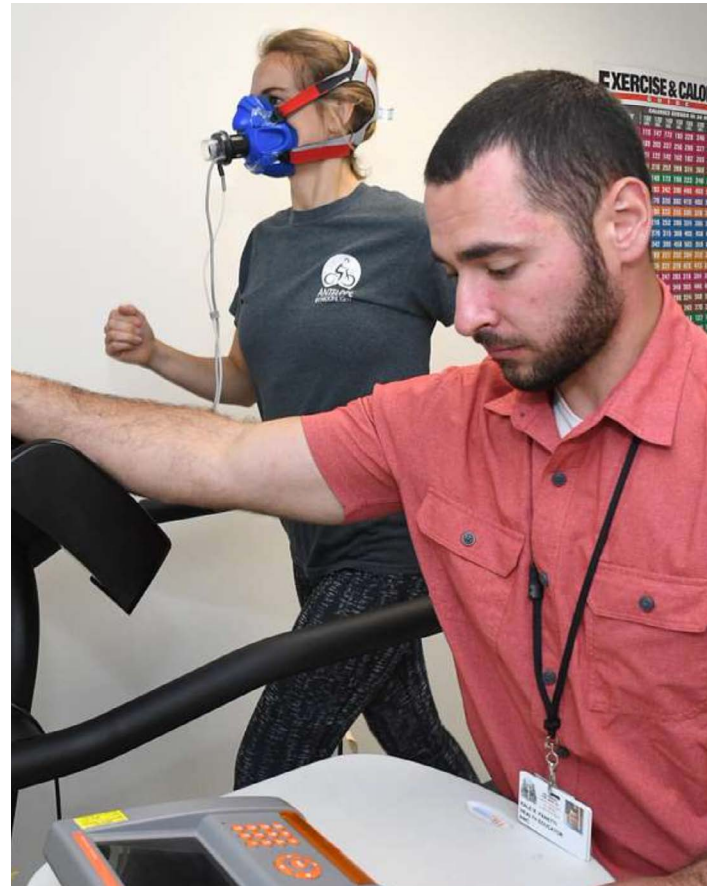
Featured Articles

Strategies to Improve Cardiovascular, Diabetes and Metabolic Monitoring

Antipsychotic Medications can elevate the risk for developing metabolic syndrome lasting into adulthood. Metabolic Syndrome is a cluster of signs and symptoms, including insulin resistance, dyslipidemia, and hypertension, that increases subsequent risk of type 2 diabetes, heart disease, and stroke.

What You Can Do:

- Encourage your patients with chronic conditions and on antipsychotics to schedule health care visits and required metabolic testing
- Remind your patients to follow up with ordered tests at our in-network labs
 - ▶ Laboratory Corporation of America (LabCorp)
 - ▶ Quest Diagnostics (Quest)
- Establish a baseline and continuously monitor metabolic indices to ensure appropriate management of side-effects.
- Encourage your patients to increase their level of physical activity, improved sleep, and a diet consisting of fruits, vegetables, whole grains, and fish oil supplementation



Below are a list of chronic conditions and behavioral health lab measures where we ask for your help to order labs.

Measure	Requirement	HEDIS Codes on the STAT Lab List
Comprehensive Diabetes Care: HbA1c (CDC-Test)	HbA1c Test	83036, 83037
Comprehensive Diabetes Care: Monitoring for Nephropathy (CDC-Nep.)	Urine (Protein) Test	81000,81001, 81005, 82043, 82044
Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)	Glucose Test or HbA1c Test	80048, 82947, 82950, 82951, 83036, 83037
Diabetes Monitoring for People with Diabetes and Schizophrenia (SMD)	Cholesterol (LDL-C) Test HbA1c Test	80061, 83036, 83037
Cardiovascular Monitoring for People with Cardiovascular Disease and Schizophrenia (SMC)	Cholesterol (LDL-C) Test	80061
Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)	Cholesterol (LDL-C) Test HbA1c Test	80061, 83036, 83037

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Strategies to Improve, continued

Check out our Strategies to Improve Cardiovascular, Diabetes, and Metabolic Monitoring resource, **a new on-demand training opportunity in support of behavioral health (BH) HEDIS measures.**

To access this training, visit <https://www.pshpgeorgia.com/providers/resources/behavioral-health.html>. Then, scroll down to “Behavioral Health HEDIS PowerPoint Microlearning.”

For more information about behavioral health HEDIS measures, please contact your Provider Relations representative.

Behavioral Health HEDIS PowerPoint Microlearnings

Purpose: The purpose of the trainings are for medical and behavioral health providers to recognize the intent of the Behavioral Health HEDIS measures and share strategies to impact quality care and outcomes for our members’

Target Audience: Medical and Behavioral health Providers, including licensed and unlicensed health care professionals and office staff.

Duration: 8-10 mins each

- 1 [Antidepressant Medication Management and Antipsychotic Medication Adherence: Optimizing the AMM and SAA HEDIS® Measures](#)
- 2 [Follow-Up Care After a Hospital or Emergency Department Visit for Mental Illness: Optimizing the FUH and FUM HEDIS® Measures](#)
- 3 [Initiation and Engagement, Follow-Up After Emergency Department or High Intensity Care for Substance Use Disorders: Optimizing the IET, FUA, and FUI HEDIS® measures](#)
- 4 [Strategies to Improve Cardiovascular, Diabetes, and Metabolic Monitoring: APM, SSD, SMC, and SMD HEDIS® Measures](#)
- 5 [Optimizing the Impact of the ADD and APP HEDIS® Measures](#)

Upcoming Provider Trainings

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:

- [FRI, JUNE 30, 2023, 1:00 PM – 2:00 PM](#)

Georgia Interventional Pain Management Program



**Tuesday, June 13, 2023,
8 a.m., Eastern**

[https://magellanhealth.
zoom.us/meeting/register/
tJYvdOqrqTMOHNM81LK5qjv9s0phshqpfD92](https://magellanhealth.zoom.us/j/tJYvdOqrqTMOHNM81LK5qjv9s0phshqpfD92)



**Wednesday, June 14, 2023,
12 p.m., Eastern**

[https://magellanhealth.
zoom.us/meeting/register/
tJYvdOqrqTMOHNM81LK5qjv9s0phshqpfD92](https://magellanhealth.zoom.us/j/tJYvdOqrqTMOHNM81LK5qjv9s0phshqpfD92)

Mental Health First Aid: ADULT

The Adult Mental Health First Aid (AMHFA) consists of two hours of self-paced prework followed by a six and a half hour live, instructor-led session focused on recognizing the patterns of thoughts, feelings, behaviors, and appearance that show there might be a challenge rather than focusing on a specific disorder. AMHFA teaches a five-step action plan to help people who might be experiencing a mental health crisis.

- [TUE, AUG 8, 2023, 10:00 AM - 4:30 PM EDT](#)

Mental Health First Aid: YOUTH

The Virtual Youth Mental Health First Aid (YMHFA) Course (two hours self-paced; five-and-a-half-hour instructor-led training) focuses on recognizing the patterns of thoughts, feelings, behaviors, and appearance that show there might be a mental health challenge. Participants are taught an action plan they apply to non-crisis and crisis situations.

- [TUE, JUN 20, 2023, 9:30 AM - 3:00 PM EDT](#)

SBIRT-Screening Brief Intervention and Referral to Treatment: 2 CEs

Attendees will gain clinical knowledge and skills to implement the use of SBIRT in their practice. This training focuses on screening and referral to treatment for alcohol and substance use in patients in a health care setting.

- [WED, JUN 14, 2023 11:00 AM - 1:00 PM EDT](#)

BH Screening Tools: 1.5 CEs

To help identify mental health/substance use disorders in their patients, providers learn to use these screenings: PHQ-2, PHQ-9, OASIS and Edinburgh for depression; GAD for anxiety; Vanderbilt for ADHD; and CAGE-AID for alcohol and substance use.

- [WED, JUN 28, 2023 3:30 PM – 5:00 PM EDT](#)

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Upcoming Provider Trainings, continued

Cultural Humility: Building Upon the Foundation of Cultural Competency: 2CEs

This training is designed to create an understanding of the practical concepts of Cultural Humility and how it relates to Cultural Competence as the foundation. Specific considerations to the role biases have on our decision making and client interaction. The negative consequences of institutional racism, microaggressions and how this impact healthcare are discussed. Strategies on how to promote cultural inclusivity with members is also discussed.

- [MON, JUN 5, 2023 5:00 PM - 7:30 PM EDT](#)
- [THU, JUN 22, 2023 11:00 AM - 1:30 PM EDT](#)

Integrated Health: 1.5 CEs Available

Behavioral health, substance abuse and physical health providers are introduced to the concept of integrated care, which is designed to increase positive treatment outcomes through a holistic model of care and comprehensive and collaborative supports.

- [TUE, JUN 6, 2023 1:00 PM - 2:30 PM EDT](#)

GA Effective Communication: 0 CE

Attendees will define effective communication, Identify at least three types of language styles, Complete two exercises that demonstrate effective communication

- [MON, JUN 12, 2023 11:00 AM - 1:00 PM EDT](#)

Physical Health Conditions and Their Links to Mental Health: 3 CEs

Understand the connection between physical and mental health conditions. Course stresses the importance of collaboration among physical and behavioral health providers and staff.

- [WED, JUN 28, 2023 10:00 AM - 1:00 PM EDT](#)

Poverty Competency: 2 CEs

Providers will learn how patients' economic status affects their mental and physical health, with emphasis on the adverse effects of poverty on health and wellness. Providers also learn where to find resources to help clients experiencing poverty.

- [TUE, JUN 27, 2023 2:00 PM - 4:00 PM EDT](#)



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

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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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