



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 committed to improving the way we do business with our providers.

We've listened to your feedback and are implementing changes to improve the quality and usefulness our provider communications. Additional improvements are planned throughout the year.

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**Here's what is happening in the medical industry and how it could affect your practice.**

## **Ambetter Virtual Access Notification**

Ambetter Virtual Access features a PCP-centric approach to care delivery. Primary care physicians (PCPs) coordinate our members' medical care, as appropriate, either by providing treatment or by issuing referrals to other in-network providers. For services to be covered, they must be provided by or referred by a PCP.

The only exclusions from this requirement are emergency care, urgent care, and in-network mental health, behavioral health, and obstetrical or gynecological services.

## **2023 Pay for Performance Program (Ambetter & Medicare)**

The Pay for Performance (P4P) program provides financial incentives for engaging with our members and closing care gaps based on NCQA and HEDIS quality performance standards.

Each care gap has its own incentive amount, and payment is rendered for each compliant member event once the target has been achieved for that specific measure.

## **Supplemental Data implementation - Flat File Data Sharing (all Lines of Business)**

Were you aware that Peach State Health Plan offers its providers the opportunity to set up an automated Supplemental Data System transmission?

Supplemental Data Systems (SuDs) is a proprietary application that focuses on end-to-end SDS process management. SuDs information allows for discrete events and procedures that occur during patient encounters to be captured. This is another resource that helps with gap closure that may not necessarily be submitted through claims processing. If you would like to initiate transmissions, please contact with your Peach State



Health Plan Quality Improvement (QI) Lead. If you do know your QI Lead, please contact Provider Services at (866) 874-0633 for assistance.

## **Pulmonary Function Testing (Medicaid & Ambetter)**

Pulmonary function tests (PFTs), also known as lung function tests, include a variety of tests to check how well a patient's lungs are working. CP.MP.242, effective March 1, 2023, limits pulmonary function testing to members over the age of three and for medically necessary indications.

The effective date of this new [policy](#) is March 1, 2023.

## **NIA Interventional Pain Management (IPM) Program (Medicaid & Ambetter)**

In keeping with our commitment of promoting continuous quality improvement for services provided to Peach State Health Plan members, we have entered into an agreement with National Imaging Associates, Inc. (NIA) to implement an Interventional Pain Management (IPM) program.

This program includes prior authorization for non-emergent outpatient IPM procedures for our members. This new process will go into effect on April 1, 2023.





## 2023 HEDIS Measure Year Changes

The National Committee for Quality Assurance (NCQA) has changed, revised, and retired HEDIS® measures for the 2023 measurement year. Here are the key changes.

### Annual Dental Visit (ADV)

NCQA retired **Annual Dental Visit (ADV)** and replaced it with **two new measures**:

- **Oral Evaluation, Dental Services (OED)** – Identifies pediatric members who are receiving dental care and work toward improving access and utilization of dental evaluations. The measure captures the percentage of members 0-21 years of age during the measurement year.
- **Topical Fluoride (TFC)** – Identifies pediatric members receiving fluoride varnish application and promotes fluoride treatments in younger members. The measure captures the percentage of members 1-4 years who receive at least 1 -2 fluoride varnish during the measurement year

### New 2023 HEDIS measures (first year) are:

- **Deprescribing of Benzodiazepines in Older Adults (DBO)** – Clinical guidelines recommend deprescribing benzodiazepines slowly and safely, rather than stopping use immediately, to minimize withdrawal symptoms and improve patient outcomes. The measure captures the percentage of members 67 years of age and older who dispensed benzodiazepines and achieved a 20% decrease or greater in benzodiazepine dose (diazepam milligram equivalent [DME]dose) during the measurement year
- **Emergency Department Visits for Hypoglycemia in Older Adults with Diabetes (EDH)** – For members 67 years of age and older with diabetes (type 1 & 2) with a risk-adjusted ratio observed to expected (O/E) emergency department (ED) visit for hypoglycemia during the measurement year.

For more detailed information on MY2023 HEDIS measures, visit the website [www.pshpgeorgia.com](http://www.pshpgeorgia.com) for providers and access the QI Program page to access the MY2023 HEDIS Quick Reference Guide.

### Medicaid Alert: Tips to Help Georgia Medicaid Members Keep Their Coverage

Since 2020, over a 2.7 million Georgians have had continuous access to Medicaid health benefits under coverage provisions from the COVID-19 pandemic-era requirements. In December 2022, Congress passed a federal spending bill that separated the continuous enrollment condition and the COVID-19 public health emergency (PHE) effective March 31, 2023. As a result, the State of Georgia will resume the Medicaid renewal process known as redetermination beginning April 1, 2023.

The ending of the continuous coverage provision has a direct impact on your Medicaid and CHIP patients since they may soon run the risk of losing their health coverage. Georgia's Medicaid members will need to take steps to determine if they can continue their coverage through the Medicaid program. It is critical that these patients keep their most current contact information up to date with the State of Georgia as this will ensure they receive their renewal information timely. The redetermination process can be daunting for some and requires extra steps to ensure a smooth transition to other types of coverage for those who lose eligibility.

**As part of the Peach State Health Plan provider network, you can play an integral role in making sure our members and your patients stay covered.** We are asking that you and your staff share the following tips with your patients:

- **Update** their contact information with Georgia Department of Human Services - DFCS ensuring their mailing address, phone number, email address and other contact information is correct.
- **Check** their mail and email for information from the state of Georgia about coverage and renewal requirements.

**Hey.**  
**Big Changes**  
**May Be Coming**  
**to Your Medicaid**  
**Coverage.**



For more information, your patients can visit [staycovered.ga.gov](https://staycovered.ga.gov). The state offers three ways for people to update their contact information:



- Online at Georgia DHS' benefits website: [gateway.ga.gov](https://gateway.ga.gov)



- In person at their local DFCS office, by appointment only: [dfcs.georgia.gov/locations](https://dfcs.georgia.gov/locations)



- By phone at 1-877-GA-DHS-GO or 711 for the hearing-impaired

Every eligible Georgia Medicaid member has a right to continue receiving uninterrupted health benefits. However, they must respond to requests for required information in a timely manner to avoid a gap in coverage.

# Partners in Success

## Clinical Policy Highlights

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

Check out the [What's New section](#)! Effective immediately, 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 March 2023 updates are noted below.

**The following policies were revised:**  
[Pulmonary Function Test Policy](#)

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

No policies were retired this month.



## Pharmacy Updates

We want to keep you updated on the latest organizational and regulatory changes. Our 2023 pharmacy benefit changes provide more formulary options and cost savings for our members.

Below are a few key updates and drug list changes for 2023 that we would like to share regarding our formulary and prior authorization process.

### MEDICAID:

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

### AMBETTER:

- 2023 Formulary Updates: <https://ambetter.pshpgeorgia.com/content/dam/centene/peachstate/ambetter/PDFs/Formulary-change-GA-EN.pdf>
- Provider Resources: <https://ambetter.pshpgeorgia.com/provider-resources/pharmacy.html>

### MEDICARE:

- Medicare Prior Authorization Change Summary: Effective January 1, 2023: <https://www.wellcare.com/en/Providers/Medicare-Bulletins/Medicare-Prior-Authorization-List>
- Medicare Part B Drugs List: Effective January 1, 2023 (Appendix A): <https://www.wellcare.com/en/Providers/Medicare-Bulletins/Medicare-Part-B-Drugs-List>
- Medicare PA List & Medicare Part B Drug List - Effective 1/1/2023: <https://www.pshpgeorgia.com/newsroom/medicare-pa-list---medicare-part-b-drug-list---effective-1-1-202.html>
- Provider Resources: <https://www.wellcare.com/Georgia/Providers>



# Mark Your Calendar: 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 health and behavioral health providers at no cost?

Every month, our teams host a monthly 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/virtual instructor led webinars.

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

### Information Hour Webinars:

- [FRI, APRIL 28, 2023, 1:00 PM](#)
- [WED, MAY 31, 2023, 1:00 PM](#)

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### Mental Health First Aid – ADULT:

- [WED, MAY 3, 2023, 10:00 AM - 4:30 PM EDT](#)
- [TUE, MAY 16, 2023, 12:00 PM - 6:30 PM EDT](#)

The Adult Mental Health First Aid (AMHFA) consists of 2 hours of self-paced prework followed by a 6.5 hour of Live, Instructor-led session focuses on recognizing the patterns of thoughts, feelings, behaviors, & appearance that show there might be a challenge rather than focusing on a specific disorder. AMHFA teaches a 5-step action plan to help people who might be experiencing a mental health crisis.

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### Mental Health First Aid – YOUTH:

- [THU, MAY 11, 2023, 10:00 AM - 3:30 PM EDT](#)
- [WED, MAY 24, 2023, 12:00 PM - 5:30 PM EDT](#)

The Virtual Youth Mental Health First Aid (YMHFA) Course (2 hours self-paced; 5.5 hours 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.

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### Physical Health Conditions and Their Links to Mental Health – 3 CE

- [TUES, MARCH 7, 2023, 2:00PM-5:00PM EDT](#)

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

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### GA Side Effects of Behavioral Health Medications – 1.5 CE

- [WED, MARCH 8, 2023, 3:00PM-4:30PM EDT](#)

This training provides an overview of how psychotropic medications work, as well as some of the adverse effects that people can experience. Different classes of psychotropic medications are discussed as well as some of the side effects providers and members need to look out for.

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## IN Lesbian Gay Bisexual Transgender Queer/ Questioning Intersex Asexual/Ally – 2 CEs

■ [THURS, MARCH 9, 2023, 2:00PM-4:00PM EDT](#)

This training aims to enhance the provider's ability to ensure the safety, equity, and health of LGBTQIA+ youth while maintaining a cultural humility perspective. Providers will develop a stronger understanding of the social inequities and health disparities within this community, as well as the effects of minority stress, family acceptance and rejection.

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## Ethics for Mental Health Professionals – 3 CEs

■ [WED, MARCH 15, 2023, 11:00AM-2:00PM EDT](#)

Using multiple codes of ethics (COEs), this course covers the underlying principles of COEs and how to use them for ethical decision-making. Participants will learn about models of ethical decision-making, ethical issues that may arise, and will apply their knowledge with case scenarios. Participants will also engage in other experiential activities and will reflect on their level of acculturation as an ethical professional.

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## GA Effective Communication – 0 CE

■ [MON, MARCH 20, 2023, 12:00PM-1:00PM EDT](#)

Attendees will define effective communication, identify at least three types of language styles, and complete two exercises that demonstrate effective communication.

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## GA Poverty Competency – 2 CEs

■ [TUES, MARCH 28, 2023, 3:00PM-5:00PM EDT](#)

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.



## 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](#) page, found here: <https://www.pshpgeorgia.com/providers/resources/territory-list.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



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

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