

The **Provider Report** is 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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News You Can Use

Here is what is happening at Peach State Health Plan, in the medical industry and how it could affect your practice and patients.

2023 Pay for Performance (P4P) Incentive Program

Did you miss our January information hour on Peach State Health Plan's [2023 P4P Incentive Program webinar](https://www.pshpgeorgia.com/providers/resources/provider-training.html)? You can view the information you missed on our Provider training website located at: www.pshpgeorgia.com/providers/resources/provider-training.html.

The objective of this incentive program is to enhance quality of care through a focus on preventive and screening services which align with Company goals while promoting engagement with our members.

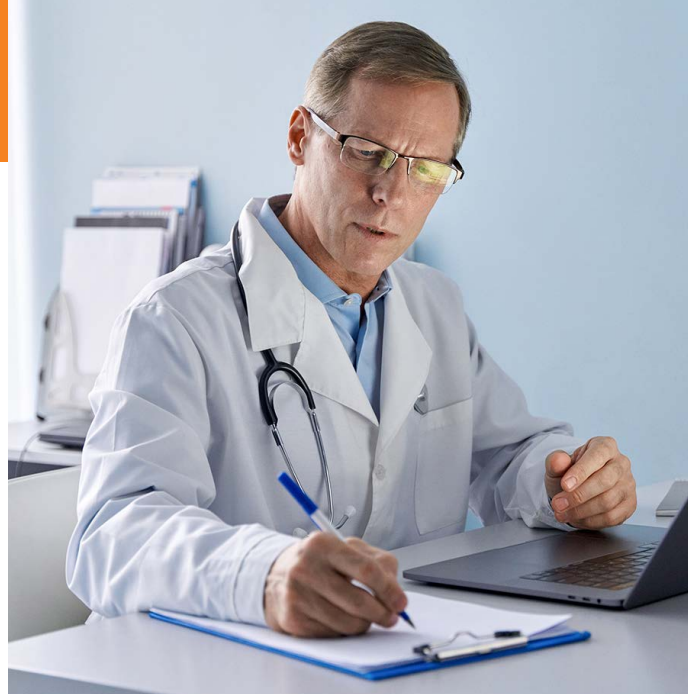
2023 Continuity of Care (CoC) Incentive Program

Are you participating in the Peach State Health Plan 2023 CoC Incentive Program?

The CoC program is designed to support your outreach to Peach State Health Plan members for annual visits and condition management, which helps us better identify members who are eligible for case management.

The CoC program supports this outreach by increasing visibility into our members' existing medical conditions for better quality of care, management and prevention of chronic conditions.

As a participating provider, you can earn bonus payments for proactively coordinating preventive medicine. Bonus payments can also be earned for thoroughly addressing patients' current conditions to improve health and clinical quality of care. Our members benefit from this program by receiving more consistent and proactive assessments for their chronic conditions. The CoC program is in addition to our health plan's other provider bonus programs and does not replace them.



Providers are eligible for a bonus for each completed Appointment Agenda (disease conditions/ continuity of care portion only) with verified/documented diagnoses.

Want to learn more about [Peach State Health Plan's 2023 CoC Incentive Program](https://www.pshpgeorgia.com/providers/resources/provider-training.html)? Visit <https://www.pshpgeorgia.com/providers/resources/provider-training.html> to learn more.

New Wellcare Partnership with New Century Health

Wellcare has partnered with New Century Health (NCH) to implement a new oncology prior authorization program called [Oncology Pathway Solutions](#). This program is intended to help providers easily and effectively deliver quality patient care.

Effective April 1, 2023, oncology-related chemotherapeutic drugs including supportive agents and radiation oncology treatments will require a pre-authorization from NCH before being dispensed at a pharmacy or administered in a physician's office, outpatient hospital or ambulatory setting. This requirement applies for your Medicare members 18 years of age and older.

For more information or to download resources, visit www.wellcare.com/en/Providers/Medicare-Bulletins/NCH-Oncology-Prior-Authorization-List.

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.

Program Spotlight: Planning for Healthy Babies (P4HB)

Planning for Healthy Babies is a waiver program that provides no-cost family planning services to eligible women. The program covers annual exams, pregnancy test and counseling, birth control, STI screening and more.



This program was developed to assist the state of Georgia in reducing the number of low birth weight (LBW) and very low birth weight (VLBW) births in Georgia.

For more information about who is eligible, how your eligible patients can apply and what is covered, visit: <https://medicaid.georgia.gov/all-programs/planning-healthy-babies/planning-healthy-babies-faqs>.

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



You Make a Difference

As nurses and other healthcare professionals, you play a critical role in caring for our members and communities.



Peach State Health Plan recognizes and appreciates the tireless service you provide to every health care setting across a wide range of roles—from hands-on or bedside patient care to ensuring continuity of care and connecting our members to resources and services. You are making positive impacts along every step of the healthcare journey.

Supporting Parents to Address Mental Health Concerns in Children

March is Mental Health Awareness Month, a national movement to raise awareness about mental health and wellbeing. It's an opportunity for all of us to come together and remember that mental health impacts many individuals, regardless of appearance, socioeconomic status, background or ability, even children.

Families continue to experience stress due to ongoing challenges from the COVID-19 pandemic, financial instability, and other disruptions to work, school, and daily activities. Additionally, children from low-income communities, those who have experienced loss of a loved one, and those with special health needs are at higher risk of experiencing distress. Increased stress in children has the potential to manifest into behavioral health diagnoses including depression and anxiety affecting both physical and mental health for years to come if not addressed early.

The American Academy of Pediatrics has provided [updated guidance](#) focusing on mental health risks in children and adolescents emphasizing the importance of partnering with families, agencies and other professionals to address:

- Emotional, social, and behavioral responses;
- impact of social determinate factors;
- advice, education, and anticipatory guidance; and
- considerations for referral and follow-up.

As parents seek to help their children, they often look to providers, like yourself, to guide them. Your willingness to offer resources and suggestions for assistance with concerns about their child's mental health can help normalize the process

Featured Articles

for families. The role of pediatricians in emotional health is just as important as physical health:

- Perform behavioral and mental health surveillance and evidence-based screenings
- Advise caregivers on signs of loneliness/isolation
- Encourage physical activity
- Provide strategies for coping with change
- Engage parents and caregivers regarding their own mental wellbeing
- Provide community resources to fit concerns and needs
- Identify referrals that fit the individual, taking into account health disparities

Many families are facing emotional and physical health challenges. Pediatricians are uniquely positioned to help connect families to additional services they may need to achieve whole health.

We understand your office is busy, and you have many patients to see. You play an integral role in addressing both the physical and mental health of your communities and helping the nation heal. As Peach State Health Plan providers, you may receive reimbursement for annual screenings that support your efforts in caring for our members.

Additionally, behavioral, and mental health trainings are available for Peach State Health Plan providers. Be sure to review the “Provider Training and Education Opportunities” section of this newsletter, and visit <https://www.pshpgeorgia.com/providers/resources/behavioral-health.html> to find self-guided or live trainings.

The Barrier Removal Fund Project Improves Healthcare Access in Georgia

The Barrier Removal Fund is part of the Provider Accessibility Initiative (PAI) which offers financial assistance to medical providers in need of enhancements to their healthcare facilities to increase access and ease of care to all patients including those with disabilities, their companions, and their care providers.

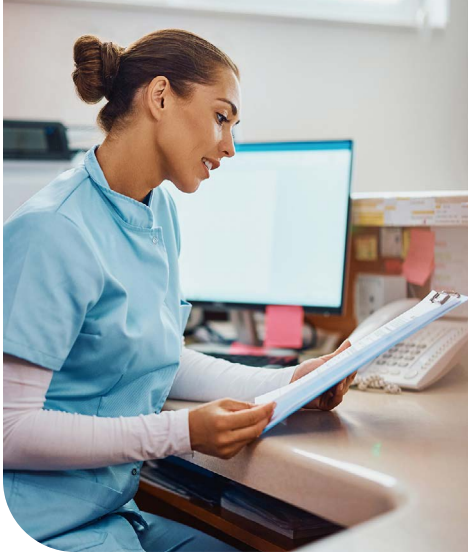
Partnering with the National Council of Independent Living, Peach State Health Plan introduced the Barrier Removal Fund to expand access to healthcare services for Georgia’s disabled population. In 2022, healthcare providers submitted applications to Georgia’s Barrier Removal Fund for review.

Approved projects were funded by Peach State Health Plan. The completed projects represent more than \$100,000 in funding at 16 separate healthcare facilities in Georgia. The projects fulfilled the requests of providers to include additions of accessible exam tables, wheelchair ramps, automatic doors, noise cancelling headphones, and accessible mammography.

These specialized improvements increase the total number of health plan providers that meet and exceed state and federal disability access standards. “The completion of the Barrier Removal Fund projects is a testament to Peach State Health Plan’s ongoing dedication to improving the quality of healthcare in Georgia by increasing access to healthcare services in our underserved residents,” said Wade Rakes, President and Chief Executive Officer of Peach State Health Plan. “We are grateful for the work done by the National Council for Independent Living to help identify these projects and are thrilled to see these projects completed.

“Our number one priority is to always ensure our patients feel confident when seeking or receiving healthcare services. This starts with creating comfortable, accessible spaces,” said William Swofford, MD of Colquitt Complete Care, LLC, who was awarded funding for a wheelchair accessible scale. “We are grateful to Peach State Health Plan and the Barrier Removal Fund for their dedication to addressing physical barriers within the healthcare system and expanding accessibility to healthcare within our community.”





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: www.pshpgeorgia.com/providers/resources/clinical-payment-policies.html. The May 2023 updates are noted below.

The following policies were revised:
[CP.MP.100 – Allergy Testing and Therapy](#)

[CP.MP. 97 – Testing for Select Genitourinary Conditions](#)

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

No policies were retired this month.

Pharmacy Updates

Mental health diseases affect millions across the U.S. At Peach State Health Plan, we are dedicated to providing support for our members experiencing various behavioral health illnesses. As our partner in care, it is important that you assist us with helping our members achieve medication adherence and meet their lab monitoring requirements. Participation in the following initiatives brings us one step closer to better health outcomes for our members.

■ AMM - Adherence to Antidepressant Medication

This program targets members 18 and older who were treated with antidepressant medication, had a diagnosis of major depression and who remained on an antidepressant medication treatment.

■ SAA - Adherence to Antipsychotic Medications for People with Schizophrenia

This program targets members 18 and older with schizophrenia or schizoaffective disorder who were dispensed and remained on an antipsychotic medication for at least 80% of the time.

■ SMC - Cardiovascular Monitoring for People with Cardiovascular Disease and Schizophrenia

This program targets members 18 to 64 with schizophrenia or schizoaffective disorder and cardiovascular disease, who had an LDL-C test during the measurement year.

■ SMD - Diabetes Monitoring for People with Diabetes and Schizophrenia

This program targets members 18 to 64 with schizophrenia or schizoaffective disorder and diabetes who had both an LDL-C test and an HbA1c test during the measurement year.

■ SSD - Diabetes Screening for people with Schizophrenia or Bipolar Disorder using Antipsychotics

This program targets members 18 to 64 with schizophrenia, schizoaffective disorder or bipolar disorder who were dispensed an antipsychotic medication and had a diabetes screening test (Glucose or HbA1c test) during the measurement year.

To learn more about participating in these programs, please contact our Pharmacy Team at 1-844-317-7502. Additional information can also be found at the following sites:

<https://www.medicaid.gov/medicaid/quality-of-care/downloads/2023-bh-core-set.pdf>

<https://www.cms.gov/cms-behavioral-health-strategy>

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:

- [WED, MAY 31, 2023, 1:00 PM – 2:00 PM](#)
- [FRI, JUNE 30, 2023, 1:00 PM – 2:00 PM](#)

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.

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

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

- [TUE, MAY 23, 2023 1:00-3:00 PM EDT](#)
- [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.

- [TUE, MAY 30, 2023 2:00 PM - 3:30 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 these impact healthcare are discussed. Strategies on how to promote cultural inclusivity with members is also discussed.

- [TUES, MAY 9, 2023 1:00-3:30 PM EDT](#)
- [WED, MAY 24, 2023 11:00-1:30 PM EDT](#)
- [MON, JUN 5, 2023 5:00 PM - 7:30 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.

- [FRI, MAY 19, 2023 11:00-12:30 PM EDT](#)
- [TUE, JUN 6, 2023 1:00 PM - 2:30 PM EDT](#)

GA Treatment Documentation Guidelines: 2 CEs

Behavioral health providers delivering services are required to document treatment plans, progress, and outcomes. Knowledge of documentation skills and SMART goals can assist in maintaining good records for daily practice and clinical audits.

- [THU, MAY 18, 2023 10:00-12:00PM EDT](#)

GA Autism Spectrum Disorder: 1 CE

Attendees will Define Autism Spectrum Disorder (ASD), Identify the three characteristic impairments related to Autism Spectrum Disorder, List at least three best practices for those with ASD.

- [THU, MAY 11, 2023 1:00-2:00 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.

- [THU, MAY 25, 2023 2:30-4:30 PM EDT](#)



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Georgia Relay Service 711

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