



Welcome!

At Peach State Health Plan, we're proud to bring you the **Provider Report**—a publication designed with healthcare providers, physicians, and office staff in mind. Each edition delivers concise, relevant updates on the issues that matter most to your practice, from the latest regulatory changes and administrative tips to news and resources aimed at supporting you in delivering high-quality care.

We're committed to enhancing our partnership with you by continually improving the services and support we provide. Our goal is to make doing business with us as seamless as possible, so you can focus on what you do best—caring for your patients. We hope you find this edition informative and helpful. As always, our Provider Services team is available at **1-866-874-0633**, ready to listen to your feedback and suggestions.

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2024 Pay for HEDIS Results Program

Peach State Health Plan is pleased to introduce our **2024 Pay for HEDIS Results Program** designed to improve clinical outcomes and enhance care for our health plan members. Healthcare Effectiveness Data and Information Set (HEDIS) is one of healthcare’s widely used quality performance tools for managed care patient populations.

The Pay for HEDIS Results Program is intended to offer an incentive to our providers to increase the number of eligible members who are currently non-compliant for specific HEDIS measures prior to December 31, 2024.

Providers are eligible for the bonus if they complete the HEDIS services for non-compliant members on or before December 31, 2024, based on claims submitted for services rendered closing the HEDIS care gap before March 29, 2025. Claims submitted for HEDIS measures must reflect the appropriate procedure and/or diagnosis codes listed below. Payments will be dispersed by June 30, 2025.

Appointment Access and Availability Standards

The availability of our practitioner network is essential to member care and treatment outcomes. We evaluate the performance in meeting these standards and appreciate providers working with us to accommodate our members’ clinical needs. In order to ensure appropriate care, we have adopted the geographic accessibility standards which are outlined in the Provider Manual ([PSHP 2024 Provider Manual](#)) located on the Provider Resources page of the Peach State Health Plan website.

Claim Appeal/Dispute Process

Providers may resubmit a claim(s) to correct a simple billing error or to request an adjustment if you believe the payment made by the plan is incorrect. The Claims Submission Time Frames are outlined on the Peach State Health plan website on the Claims & EDI page under Provider Resources: [PSHP - GA - HB 1234 Resource Guide - Claims Submission Time Frames](#)



Partnership and Appointment Platform with Grow Therapy



Peach State Health Plan has partnered with Grow Therapy, a technology-enabled company helping make high-quality mental healthcare more effective and accessible. Grow Therapy provides talk therapy and medication management services through their providers in a variety of specialty areas including, but not limited to, depression and anxiety for patients ages 6 and up.

Peach State Health Plan members can browse real-time provider availability and book appointments instantly with the ability to be seen within 3-4 days on average. Grow Therapy primarily offers telehealth services, with some in-person availability that is easy to search for.

Peach State Health Plan members can access Grow Therapy providers through the following link:

[Grow Therapy Virtual or In-Person Care for Peach State Health Plan Members webpage](#)

Alternatively, Peach State Health Plan members can also get support finding a therapist by calling the Member Services number listed on the back of their member ID card.

For more information, please access the [Grow Therapy Informational Flyer \(PDF\)](#).



Fight Against the Flu: Encourage Vaccination for All Your Patients

Flu season is upon us, and it's time for everyone to get up to date on vaccinations. With your patient's trust and their best interest at heart, it's up to you to recommend they get their flu vaccine.

What to Do Before Talking With Your Patients

- Create standing orders when you can so that others can vaccinate patients without your direct order.
- Add reminders and follow-ups in patients' EHR/EMR — both for yourself to remember and to send reminders to your patients.

What to Do When Talking With Your Patients

- Make your recommendation an announcement. A strong, declarative statement that their vaccination is due decreases vaccine hesitation in your patients.
- Use the **SHARE method** to guide the conversation:
 - » **SHARE** why patients should get their flu vaccine based on their age, lifestyle, and other risk factors.
 - » **HIGHLIGHT** the positives from your personal experience or from appropriate cases from your practice to reinforce the vaccine's benefits and strengthen their confidence.
 - » **ADDRESS** any questions your patients may have about the vaccine. This may include concerns about side effects, effectiveness, and safety. Recognize that while people who've been vaccinated may still get sick, the illness is likely to be less severe.
 - » **REMIND** patients that the flu vaccine protects them and their loved ones from serious illness and side effects that can lead to greater health risks.
 - » **EXPLAIN** the costs that come with getting sick. Besides the potential health effects, you lose time at work and with family, deal with financial costs, and risk spreading the flu to others.

- Follow up! If your patient didn't get their vaccine at their last visit, check to see if they have since then. Discuss where and when they're getting their flu vaccine. Confirm it with them during their next visit.
- Repeat your strong recommendation. Address any questions with facts complemented by compassion.
- Think of a time or event that happens in every appointment where you can check in with your patients about their vaccine status.

There's always time! Administering the flu vaccine is fast and easy.

Flu Prevention is a Win-Win

There are many advantages to promoting flu prevention:

- Healthier patients.
- Decreased severity of illness for those who do get sick.
- Reduced community spread.
- More satisfied patients to help you achieve your practice's quality goals.

Remember, you are essential in stopping the flu!

Strongly recommend the flu vaccine to all of your patients!

Questions?

Peach State Health Plan is here to support you and your practice. If you have any questions about flu prevention, patient education tools, or incentives, reach out to your Peach State Health Plan Provider Relations Representative or call us at 1-866-874-0633.

Source: "Make a Strong Influenza Vaccine Recommendation," CDC <https://www.cdc.gov/flu/professionals/vaccination/flu-vaccine-recommendation.htm>



Simple Steps to Improve Immunization Rates and Maximize your P4P Amounts

Would you like help raising your Childhood Immunization Combo 10 (CIS Combo 10) and Adolescent Immunization Combo 2 (IMA Combo 2) Rates and earn more Pay for Performance Dollars?

As we have been reviewing medical records, we have found a couple items that may help:

1. Members who were not compliant for CIS Combo 10 either:

- a. Received their immunizations but did not receive them timely thus completed the series outside the timeframe
- b. Received all their immunizations but were missing one or both of their influenza vaccines

2. Members who were not compliant for IMA Combo 2 either:

- a. Received their immunizations but did not receive them timely thus completed the series outside the timeframe
- b. Received none of or partially completed the HPV series

As we spoke with providers who have high compliance results with the CIS and IMA measures, we found the following to be true:

1. They proactively submit updated GRITS records to Peach State Health Plan for all members who have reached the designated birthdate and show as non-compliant for the respective care gap.
2. They educate the patients and caregivers on the importance of following the Immunization Schedule and do not provide an option for nonadherence.
3. They educate their appointment schedulers on the importance of scheduling upcoming appointments within the correct timeframe and by the designated birthdate per the Immunization Schedule.
4. They take advantage of scheduling Nurse Visits for catch-up shots to ensure the patient adheres to the Immunization Schedule.
5. They review the need for catch-up shots that can be administered at sick visits.

Policy Highlights

Are you curious about what's new with Peach State Health Plan's policies?

The following reimbursement and operational policies have been revised:

- Appointment Access
- P4HB
- Preconception Tool Kit
- Post-Partum LARC
- CAHPS
- Provider Information Hour Webinar
- 2024 Pay for HEDIS Program
- Optum CPI Edits
- Availity Essentials

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 trainings and informational webinar invitations sent to you in your inbox.

September live-webinar trainings with free CE credits available! Click this link to access now!

<https://attendee.gototraining.com/9x11d/catalog/1551338704302541312>



Other Training Opportunities:

- **Cultural Humility and Unconscious Bias in Healthcare (Training Available Now!)**

This course is accessible through www.centene-institute.com. Once you registered as a new user, navigate to the Activity Catalog. In the Activity Catalog, search for the course title and register by clicking on ENROLL NOW.

- **Mental Health First Aid – Adult**

The Virtual Adult Mental Health First Aid (AMHFA) Course (2 hours self-paced; 5.5 hours Instructor-led training) Course focuses on recognizing the patterns of thoughts, feelings, behaviors, & appearance that show there might be a challenge rather than on a specific disorder.

11/6/2024 11 am-5:30 pm EST

- **Mental Health First Aid for Youth**

The Virtual Youth Mental Health First Aid (YMHFA) Course (2 hours self-paced; 4.5 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. **11/7/2024**

12:pm-5:30PM EST

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



A subsidiary of **CENTENE**
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