



Provider Newsletter

For Senior Whole Health LLC providers

Third quarter 2024

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SSI Claimsnet, LLC (SSI Group) is a new clearinghouse

SSI Group, Inc., is a new clearinghouse option for Senior Whole Health LLC (SWH).

Submitting claims electronically through clearinghouses or the Availity Essentials portal offers many advantages. These include:

- Improved HIPAA compliance
- Reduced operational costs associated with paper claims (printing, postage, etc.)
- Increased accuracy of data and efficient information delivery
- Fewer claim delays since errors can be corrected and resubmitted electronically
- Claims reach SWH faster with the elimination of mailing time

How to submit electronic data interchange (EDI) claims:

A clearinghouse is the easiest way to submit EDI claims to SWH. You may submit EDI transactions through SWH's gateway clearinghouse, SSI Group, or use a clearinghouse of your choice. SWH offers additional options for electronic claims submissions if you do not have a clearinghouse. Log onto the Availity Essentials portal at provider.MolinaHealthcare.com for more information.



Update provider data accuracy and validation

Providers must ensure SWH has accurate practice and business information. Accurate information allows us to better support and serve our members and provider network.

Maintaining an accurate and current Provider Directory is a state and federal regulatory requirement and a National Committee for Quality Assurance (NCQA) requirement. Invalid information can negatively impact members' access to care, member/primary care provider (PCP) assignments and referrals. Additionally, current information is critical for timely and accurate claims processing. Providers must validate their information on file with SWH at least once every ninety (90) days for correctness and completeness.

Failure to do so may result in your REMOVAL from the SWH Provider Directory.

Provider information that must be validated includes, but is not limited to:

- Provider or practice name
- Location(s)/address(es)
- Specialty(ies)
- Telephone and fax numbers and email
- Digital contact information
- Whether your practice is open to new patients (PCPs only)
- Tax ID and/or National Provider Identifier (NPI)

The information above must be provided as follows:

Delegated and other providers that typically submit rosters must submit a complete roster that includes the above information to SWH.

All other providers must log into their CAQH account to attest to the accuracy of the above information for each health care provider and/or facility in your practice contracted with SWH.

If the information is correct, please select the option to attest. If it is incorrect, providers can make updates through the CAQH portal. Providers unable to make updates through the CAQH portal should contact their Provider Services representative for assistance.

Additionally, in accordance with the terms specified in your Provider Agreement, providers must notify SWH of any changes, as soon as possible, but at a minimum thirty (30) calendar days in advance, of any changes in any provider information on file with SWH. Changes include, but are not limited to:

- Change in office location(s)/address, office hours, phone, fax or email.
- Addition or closure of office location(s).
- Addition of a provider (within an existing clinic/practice).
- Change in provider or practice name, Tax ID and/or NPI.
- Opening or closing your practice to new patients (PCPs only).
- Change in specialty.
- Any other information that may impact member access to care.

Provider communication survey

At SWH, we constantly strive to enhance our services to meet your needs. Your input is invaluable in helping us achieve this goal. Please take a few minutes to participate in our survey, which aims to understand how we can improve our communication methods to suit your preferences better.

Your feedback will directly influence how we engage with you, ensuring a more seamless and efficient communication experience.



Click the link below to access the survey:

MolinaHealthcare.surveymonkey.com/r/VS5RGTG

Thank you for your time and contribution in making SWH the best it can be for you and your patients.

NPPES review for data accuracy

Your NPI data in the National Plan & Provider Enumeration System (NPPES) must be reviewed to ensure accurate provider data. Providers are legally required to keep their NPPES data current.

When reviewing your provider data in NPPES, please update any inaccurate information in modifiable fields, including provider name, mailing address, telephone and fax numbers and specialty. You should also include all addresses where you practice and actively see patients and where a patient can call and make an appointment. Do not include addresses where you could see a patient but do not actively practice. Please remove any practice locations that are no longer in use. Once you update your information, you must confirm it is accurate by certifying it in NPPES. Remember, NPPES has no bearing on billing Medicare fee-for-service.

If you have any questions about NPPES, you may reference NPPES help at NPPES.cms.hhs.gov.

Cultural competency resources for providers and office staff

Let's partner to achieve health equity! Refresher training on cultural competency is available to review communicating with diverse patient populations. These trainings allow you and your staff to better understand and address disparities to improve health care. As our partner, assisting you is one of our highest priorities. We look forward to supporting your efforts so all patients have the same opportunity to attain their highest level of health.

We are committed to improving health equity as a culturally competent organization. We support and adhere to the **National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care** as established by the Office of Minority Health. We also maintain compliance with accreditation standards focused on health equity.

Cultural competency resources for your office and staff

SWH's building culturally competent health care: Training for providers and staff

Cultural competency can positively impact a patient's health care experiences and outcomes. Five short cultural competency training videos are available to providers and office staff on the **Culturally and Linguistically Appropriate Resources/Disability Resources** page on the Health Care Professionals site under the **Health Resources** tab at MolinaHealthcare.com/providers/ma/swh/health/cme.aspx.

Training topics:

Module 1: Introduction to cultural competency

- The need for cultural competency
- How culture impacts health care
- Implicit bias
- Federal requirements related to cultural competency (Affordable Care Act, Americans with Disabilities Act)

Module 2: Health disparities

- Examples of racial health disparities and health disparities among persons with disabilities
- Health equity
- Social Determinants of Health

Module 3: Specific population focus – seniors and persons with disabilities

- Social model of disability and accepted protocol and language of the independent living/Disability Rights Movement

Module 4: Specific population focus – LGBTQ+ and immigrants/refugees

- Health disparities among LGBTQ+ population
- Clear communication guidelines for health care providers interacting with LGBTQ+ patients
- Disparities among immigrant and refugee communities
- Clear communication guidelines for health care providers interacting with immigrant and refugee patients

Module 5: Becoming culturally competent

- Perspective-taking
- Clear communication guidelines
- Tips for effective listening
- Assisting patients whose preferred language is not English
- Tips for working with an interpreter
- Teach-back method
- SWH's language access services

Each training video ranges in length from five to ten minutes. Viewers may participate in all five training modules or just one, depending on topics of interest.

Americans with Disabilities Act (ADA) resources: Provider education series

A series of provider education materials related to disabilities is now available to providers and office staff on SWH's website. To review the materials, please visit SWH's **Culturally and Linguistically Appropriate Resources/Disability Resources** page on the Health Care Professionals site under the **Health Resources** tab at MolinaHealthcare.com/providers/ma/swh/health/cme.aspx.

Resources consist of the following educational materials:

American with Disabilities Act (ADA)

- Introduction to the ADA and questions and answers for health care providers (i.e., which healthcare providers are covered under the ADA; how does one remove structural communication barriers; funds available to assist with ADA compliance costs).

Members who are blind or have low vision

- How to get information in alternate formats such as Braille, large font, audio or other formats that members can use.

Service animals

- Examples of tasks performed by a service animal; tasks that do not meet the definition of a service animal; inquiries you can make regarding service animals and exclusions, charges or other specific rules.

Tips for communicating with people with disabilities and seniors

- Communicating with individuals who are blind or visually impaired, deaf or hard of hearing; communicating with individuals with mobility and/or speech impairments and communicating with seniors

Please contact your Provider Services representative if you have any questions.

SWH's language access services

Language access services ensure mutual understanding of illness and treatment, increase patient satisfaction and improve health care quality for patients with limited English proficiency. SWH ensures good communication with members by providing language access services. Providing language access services is a legal requirement for health care systems that receive federal funds; a member cannot be refused services due to language barriers. SWH provides the following services directly to members at no cost when needed:

- Written material in other formats (i.e., large print, audio, accessible electronic formats, Braille)
- Written material translated into languages other than English
- Oral and Sign language interpreter services
- Relay service (711)
- 24-hour Nurse Advice Line
- Bilingual/bicultural staff

In many cases, SWH will also cover the cost of a language or sign language interpreter for our members' medical appointments. SWH members and providers are instructed to call Member and Provider Services to schedule interpreter services or to connect to a telephonic interpreter.

SWH's materials are always written simply in plain language and at required reading levels. For additional information on SWH's language access services or cultural competency resources, contact Provider Services at **(855) 838-7999**.

2024 SWH Model of Care provider training

In alignment with requirements from the Centers for Medicare & Medicaid Services (CMS), SWH requires PCPs and key high-volume specialists, including cardiology, hematology/oncology and psychiatry to receive training about SWH's Special Needs Plans (SNP) Model of Care (MOC).

The SNP MOC is the plan for delivering coordinated care and care management to special needs members. Per CMS requirements, managed care organizations (MCOs) are responsible for conducting their own MOC training, which means multiple insurers may ask you to complete separate training.

MOC training materials and attestation forms are available at MolinaHealthcare.com/providers/ma/swh/resources/training.aspx. The completion date for this year's training is 12/31/2024.

If you have any additional questions, please contact your local SWH Provider Services representative at: **(855) 838-7999**.



Helping members in their language

Our health plan members speak many different languages. As of late 2023, for Medicaid members, the majority of language translation requests were for Spanish, accounting for 48% of the total. This was followed by 13% for Cantonese, 10% for Vietnamese, 5% each for Haitian Creole and Mandarin, 3% for Portuguese, 2% each for Portuguese Creole, Cape Verdean Creole and Taishanese and 1% for Arabic. Among Medicare members, 42% of the language translation requests were for Spanish, followed by 17% for Cantonese, 11% for Vietnamese, 6% each for Mandarin and Haitian Creole, 5% for Portuguese, 2% each for Portuguese Creole and Russian and 1% for Taishanese.

Please contact SWH if you need assistance addressing the language needs of your patients. We also provide resources for providers.

New Medicare benefit

A 100-day supply of medications is now available.

SWH Medicare Advantage members are now eligible* to receive 100-day supplies of their medications as part of their insurance benefit for the same copay as their 90-day supply.

Recent studies have shown higher medication adherence rates across hypertension, diabetes and statin therapeutic classes for members utilizing 100-day pharmacy fills.

Providers can improve overall STAR ratings and health outcomes by writing 100-day prescriptions for the applicable RX categories and encouraging members to utilize this benefit.

The advantages:

- Maximize patients' health plan benefits
- Improve medication adherence
- Save the patient money (a 100-day supply is the same cost as a 90-day supply)
- Improve overall access to medications
- Enhance member experience

*100-day medication refills are applicable for non-specialty and non-controlled substances in-network pharmacies.

Clinical policy

Molina's clinical policies (MCPs) are located at [MolinaClinicalPolicy.com](https://www.molinaclinicalpolicy.com). Providers, medical directors and internal reviewers use these policies to determine medical necessity. The Molina Clinical Policy Committee (MCPC) reviews MCPs annually and approves them bimonthly.



Annual behavioral health wellness exam

SWH is pleased to share that behavioral health wellness exams done by a primary care provider or licensed mental health professional will be covered annually—at no cost—to eligible MassHealth members of SWH, effective July 1, 2024.

As defined by the Mass Department of Mental Health, a behavioral health wellness examination is a screening or assessment that seeks to identify any behavioral or mental health need and appropriate treatment resources. The examination may include:

- Observation — a behavioral health screening, education and consultation on healthy lifestyle changes, referrals to ongoing treatment, mental health services and other necessary supports and discussion of potential medication options
- Age-appropriate screenings or observations to understand a member’s mental health history, personal history and mental or cognitive state, and when appropriate, relevant adult input through screenings, interviews and questions.

Providers are encouraged to refer to the Mental Health Examination Overview and Requirements (Appendix A) of DOI Bulletin 2024-02 for detailed information on exam components and guidance for communicating with patients.

Prior authorization for mental health wellness examinations is not required. When submitting claims for these exams, providers must use the following codes:

- **Procedure Code: 90791** (an integrated biopsychosocial assessment—including history, mental status and recommendations)
- **Diagnosis Code: Z13.30** (encounter for screening examination for mental health and behavioral disorders—unspecified)

For more information, please contact SWH at SWHProviderRelations@MolinaHealthcare.com or **(855) 838-7999**.

Availity authorizations update

Availity and SWH have introduced streamlined tools for your authorizations. The authorization tile in the SWH Payer Space is being eliminated and replaced with a refreshed authorization module on the Availity portal. The go-live date for this update is scheduled for September 23, 2024.

Take advantage of three new tools*

Authorization Request:

Use an easy five-step form to request an inpatient or outpatient authorization. Verify if an authorization is required using the built-in Prior Authorization Lookup Tool. Create templates for your common request types to automatically populate information in your request.

Authorization Inquiry:

View results of authorization requests submitted outside of Availity or inquire about the status of an authorization request submitted by another organization.

Authorization Dashboard:

Check the status of all your authorization requests and inquiries from one central location. View results based on your preferences with robust filtering and sorting options. Any incomplete authorization requests are automatically saved in the drafts tab to resume and submit later.

To register with Availity, please visit availity.com/MolinaHealthcare.

For questions on Availity, please contact Availity Client Services, Monday-Friday 8 a.m.-8 p.m. ET at **(800) 282-4548**.

Self-service training options including authorizations are available via the Get Trained section within the Availity dashboard. Availity training for this specific update will be held on September 26 at 2 p.m.

For additional questions, please reach out to a SWH Provider Service manager.

Quality Insider Newsletter

The 2024 SWH Quality Insider newsletter was recently sent out and posted on the SWH provider website in the Communications section under Provider Resources. Please check out the valuable information and resources contained in that publication.

Clinical practice guidelines and preventive health guidelines

SWH would like to remind providers that clinical practice guidelines (CPGs) and preventive health guidelines (PHGs) are available on our website, located at [MolinaHealthcare.com/providers/ma/swh/health/cpg.aspx](https://www.molinahealthcare.com/providers/ma/swh/health/cpg.aspx).

Guidelines are reviewed each quarter for changes and updates. Details on recent updates to PHGs can be found using the links below:

- **Adult immunization schedule** – Recommendations for ages 19 years or older, United States, 2024 from the Centers for Disease Control and Prevention (CDC): www.cdc.gov/vaccines/hcp/imz-schedules/adult-age.html?CDC_AAref_Val=https://www.cdc.gov/vaccines/schedules/hcp/imz/adult.html
- **Child and adolescent immunization schedule** - Recommendations for ages 18 years or younger, United States, 2024 from the CDC: www.cdc.gov/vaccines/hcp/imz-schedules/child-adolescent.html?CDC_AAref_Val=https://www.cdc.gov/vaccines/schedules/hcp/imz/child-schedule-vaccines.html
- **Adult preventive services recommendations** from the U.S. Preventive Services Task Force: www.uspreventiveservicestaskforce.org/uspstf/topic_search_results?topic_status=P

We appreciate your care of SWH members and encourage you to utilize this resource for current evidence-based practice guidelines approved by SWH.

Controlling blood pressure among patients with hypertension

Hypertension is a top diagnosis among SWH members and controlled blood pressure (BP) is a focus of the Mass Health Performance Improvement Projects (PIPs). It is also a priority for HEDIS® (Healthcare Effectiveness Data and Information Set). As part of PIP activities, SWH will be working with select provider groups on interventions aimed at helping SWH members with hypertension to control their BP. Some things you can do to help with this effort include:

- Schedule routine BP checks for patients with uncontrolled BP, using telehealth when necessary.
- Consider cultural beliefs and considerations when working with diverse SWH members, using motivational interviewing when possible.
- Assess member understanding of home self-management – checking and logging BPs, when to call the doctor, understanding their expected BP range, dietary and activity recommendations.
- Share patient educational flyers and tools such as BP and medication trackers, and review patient understanding, using the teach-back method. You can find valuable resources from the CDC Million Hearts Toolkit - millionhearts.hhs.gov/tools-protocols/tools.html
- Communicate with SWH nurse care managers and refer patients to the SWH Disease Management program when concerns arise about uncontrolled BP and self-management at home.
- Communicate with patients' pharmacy and nurse care manager for concerns about medication adherence.
- Reference current approved clinical practice guidelines to help guide best practices- www.jacc.org/doi/10.1016/j.jacc.2017.11.006?_ga=2.176976865.553150704.1550539575-1607157456.1550539575