

# Provider Bulletin

Molina Healthcare of Nevada

February 2024

## Re: ProgenyHealth Neonatal Care Management Services

Dear Providers,

Molina Healthcare of Nevada is pleased to announce a partnership with ProgenyHealth, a company that specializes in Neonatal Care Management Services. ProgenyHealth's care management program will enhance services to our members and support Molina's mission to improve the health and lives of its members.

ProgenyHealth's Neonatologists, Pediatricians, and Neonatal Nurse Care Managers will work closely with Molina members, as well as attending physicians and nurses, to promote healthy outcomes for Molina's premature and medically complex newborns.

The benefits of this partnership to you:

- The support of a team that understands the complexity and stress of managing infants in the NICU and will work with you to achieve the best possible outcomes.
- A collaborative and proactive approach to care management that supports a timely and safe discharge to home.
- A company that believes in sharing best practices and works with NICUs nationwide to improve the health outcomes of our next generation.

Families will have a dedicated case manager who will give support and education to members in the program, and access to an "on-call" staff member available 24/7.

For our hospitals, ProgenyHealth will serve as a liaison for Molina providing inpatient review services and assisting with the discharge planning process to ensure a smooth transition to the home setting.

Your process for notifying Molina of infants admitted to a NICU or special care nursery will change on April 1, 2024. Please notify ProgenyHealth directly of admissions via fax at (866) 356-9766 and their clinical staff will contact your designated staff to perform utilization management and discharge planning throughout the inpatient stay.

If you wish to learn more about ProgenyHealth's programs and services, please call (888) 832-2006 or visit [progenyhealth.com](https://progenyhealth.com).

**We're here to help. Contact your Provider Services Representative or email [NVProviderRelations@MolinaHealthcare.com](mailto:NVProviderRelations@MolinaHealthcare.com).**

Sincerely,

Molina Healthcare of Nevada Provider Relations



## ***Your NICU Care Management Team***

### ***Welcome to ProgenyHealth's NICU Care Management Team***

ProgenyHealth provides comprehensive, telephonic neonatal care management services exclusively focused on newborns admitted to the NICU or Special Care Nursery. Our program promotes evidence-based best practices and is customized to meet the individual healthcare needs of each infant. We support both families and our provider colleagues from an infant's NICU admission and throughout the first year of life.

During the course of the hospital stay, our Clinical Care Nurses work collaboratively with your Hospital's Utilization Management Team. Simultaneously, our Nurse Case Managers begin working directly with the families to ensure they are educated, active participants in care delivery. It's a partnership that has proven successful for over a decade.

### ***Physician-developed, patient-centered, NICU Utilization Management***

*Supporting clinical best practices for the most complex newborn cases. Sharing our nationwide NICU experience and knowledge.*

That's how ProgenyHealth collaborates with our clinical colleagues on behalf of our health plan partners. Our team of neonatologists and NICU/pediatric nurses works closely with hospital and provider networks to advance at-risk newborn outcomes by helping ensure appropriate services are provided at the right time, in the right setting. To-date, we have supported over 6,000 providers, in over 1,400 hospitals in the care of premature and medically complex newborns across the country.

*“Our medical staff have spoken several times over the last year about how valuable ProgenyHealth is in supporting our NICU families, especially the higher level cases and those with social or resource needs. We are grateful to have their assistance and we're happy to hear about them working with a new plan partner serving patients in our area.”*

**NICU Discharge Planner**

# Neonatal Care Management

## Frequently Asked Questions (FAQ)

### ***Who is ProgenyHealth?***

ProgenyHealth is the only national company dedicated to the care management for NICU infants. Our Care Coordination Team includes neonatologists, pediatricians, lactation consultants, nurses and social workers with a deep understanding of the latest evidence-based protocols needed to improve outcomes for premature and medically complex newborns and solve for the social determinants of health.

### ***What activities will ProgenyHealth conduct?***

ProgenyHealth's clinical care nurses conduct admission and continued stay review, discharge planning, and post hospitalization care of newborns admitted to the NICU or Special Care Nursery. These services also include any readmissions that may occur after discharge.

Our Case Management department consists of nurse case managers, social workers, and case management associates who deliver our comprehensive services telephonically. This team outreaches to families during the inpatient stay, discusses case management needs, and collaborates with hospital discharge planners and hospital social workers to safely transition from the hospital to home. ProgenyHealth's Case Managers continue to provide ongoing education and care coordination after discharge.

### ***What are ProgenyHealth's hours of operation?***

ProgenyHealth's regular hours of operation are 8:30 am to 5:00 pm Monday through Friday EST. However, our hours of operation may vary based on health plans that are located outside of the Eastern Standard Time zone. Our dedicated care managers work flexible hours to make themselves available to you.

### ***How do I contact ProgenyHealth for admission and continued stay review of newborns?***

You will notify ProgenyHealth or the Health Plan via phone, fax or provider portal, depending on the health plan. ProgenyHealth will guide you with regard to this process. For continued stay review, you may contact ProgenyHealth directly:

- **Utilization Management:** Call 888-832-2006 and select option 3
- **Utilization Management Secure Fax Number:** This dedicated fax number will be provided by ProgenyHealth
- **Case Management:** Call 888-832-2006 and select option 4
- **Case Management Secure Fax Number:** 855-834-2567

### ***Who should I contact for reviews of newborns who are admitted for acute inpatient care in the well-baby nursery?***

The Health Plan will continue to conduct UM reviews of newborns not discharged home with the mother who require acute care in a well-baby nursery. Providers should continue to follow the process outlined by the Health Plan for these reviews.

### ***What information does ProgenyHealth ask for when they contact a hospital?***

See ProgenyHealth NICU Review Information Guide (attached).

### ***What criteria does ProgenyHealth use to render decisions?***

ProgenyHealth will use InterQual or MCG criteria (version as defined by the health plan) to review for medical necessity and level-of-care.

### ***How long will it take ProgenyHealth to render a decision on the level-of-care?***

For an initial or concurrent case, decisions will be made within 24 hours of receipt of necessary clinical information.

### ***Will a licensed neonatologist or pediatrician review requested levels-of-care if needed?***

Yes.

### ***How will all parties be notified of decisions?***

ProgenyHealth will reach out telephonically or by secure fax, depending on the provider's preferred method of communication.

### ***What is the process if the requested level-of-care does not match ProgenyHealth's determination based upon clinical information or if a denial is a possibility?***

If the requested level-of-care differs from the level-of-care assigned by ProgenyHealth based upon guidelines, our ProgenyHealth nurse will communicate this verbally. The nurse will ask for any additional information to validate the requested bed level.

The first option is a peer-to-peer discussion between a hospital physician and a neonatologist or pediatrician at ProgenyHealth. The provider may also submit additional clinical documentation for reconsideration before any final decisions are made. Appeal rights are detailed in communications sent to the providers with each adverse determination and are managed by the Health Plan.



# NICU Review Information Guide

## Admission Reviews

### Parent Demographics

- Demographic sheet
- Mother's name
- Mother's date of birth
- Mother's contact information
- Other contact information

### Pregnancy Information

- Prenatal care (yes/no)
- Maternal comorbidities (i.e. depression, hypothyroid)
- Pregnancy complications (i.e. gestational diabetes, pre-eclampsia/eclampsia)
- Meds during Pregnancy
- Gravida/Para
- Preterm labor
- PROM
- Anormal serologies or studies (laboratory results, ultrasound/fetal echo findings, etc.)
- Prenatally diagnosed neonate condition (i.e. Down syndrome, heart defect)

### Birth Information

- Method of delivery (NSVD, C-section – if urgent/why?)
- Birth weight (in grams), gestational age
- Apgar scores
- Resuscitation in delivery room

### Clinical Information for Admission Reviews

- Requested level of care
- Bed Type: Thermoregulation (Radiant warmer, Isolette) or Open crib
  - Infant temperature and isolette temperature
- Respiratory status
  - Ventilatory requirements, FiO2 and O2 sats
  - NC/CPAP with liter flow and FiO2 with O2 sats
  - Date infant was off respiratory support and is on room air
- Nutrition
  - Percentage of feeds broken down via route - NG and/or PO
  - IVF/TPN with Total Volume
- Meds
  - IV
  - PO
- Labs/Tests pertinent to the admission (e.g., GBS, Tox screen, HSV, Hepatitis, CBC, cultures, bilirubin, etc.)
- Social issues
- Infant's Race
- Plan of care (Antibiotics and planned duration, Phototherapy)
- Transition of care plans (Parent teaching, Discharge plan, Transition of care concerns)

## Concurrent Reviews

### Clinical Information for Continued Stay Reviews

- Requested level of care
- Daily weights (in grams/Kilograms)
- Bed type: Thermoregulation (Radiant warmer, Isolette with air temp) or Open crib
  - Infant temperature and isolette temperature
- Respiratory status
  - Ventilatory requirements, FiO2 and O2 sats
  - NC/CPAP with liter flow and FiO2 with O2 sats
  - Date infant was off respiratory support and is on room air
  - Apnea, bradycardia, desaturation events with details (date, time, with or without feeds)
- Nutrition
  - Percentage of feeds broken down via route - NG and/or PO
  - IVF/TPN with Total Volume
- Meds for infants with NAS and being treated with oral morphine, dose and weaning plan. Include NAS scores.
  - IV
  - PO
- Labs/Tests pertinent to continued inpatient stay (e.g., blood gas, BMP, bilirubin, CBC or H/H, cultures, etc.)
- Social issues: Need for social services engagement? Is baby cleared to be discharged to mother? Is there another discharge plan?
- Plan of care (Antibiotics and planned duration, Phototherapy)
- Transition of care plans (Parent teaching, Discharge plan, Transition of care concerns, Follow up appointments)

## ***The Role of a ProgenyHealth Clinical Care Nurse***

Our Clinical Care Nurses manage the continuum of care from the time an infant is admitted to your NICU or Special Care Nursery. Their goal is to help all involved utilize resources effectively throughout the critical stages of pre-admission, continued stay (concurrent review), discharge planning, and post-hospitalization care. ProgenyHealth's experienced nurses collaborate with hospitals like yours across the country every day to support the attending's plan-of care and ensure a timely discharge, to a safe home environment, with necessary services in-place.



### ***Our Clinical Care Nurses:***

- **Interact telephonically (or via secure fax) with hospital staff** to complete Utilization Review by collecting clinical information to facilitate hospital reimbursement for services delivered in the NICU/ Special Care Nursery. (Refer to the NICU Review Information Guide for more information.)
- **Utilize InterQual Criteria and/or MCG (Milliman) Guidelines** to determine appropriate levels of care and ensure billing is aligned with the infant's progress along the continuum of care.
- **Schedule frequency of clinical reviews** based upon the acuity of each individual infant.
- **Assist discharge planning and provide necessary resources** to ensure successful transitions of care from the inpatient setting.
- **Complete Utilization Review** for any additional admissions, outpatient services, or other services a NICU baby may have requiring prior-authorization during his or her first year of life.

---

## ***Meet Our Nurse Case Managers and Social Work Case Managers***

Our Nurse Case Managers and Social Work Case Managers effectively communicate with hospital discharge planners and hospital social workers to understand individual caregiver educational needs and to help ensure a safe discharge. This focused support is a central part of the outpatient care plan for the infant. Our Case Managers support and empower families with these services so that they are better able to meet their baby's ongoing needs:

- **Outreach to the family** upon notification of infant admission to NICU to assess family needs and condition of infant and mother.
- **Contact the hospital social worker**, during baby's hospitalization, to assess family's barriers and social needs such as: transportation for visitation and follow-ups, housing, equipment, supplies, custody issues or legal issues.
- **Call Children and Youth/Social Services/Foster Care** to obtain information regarding custody and guardianship of infants in order to provide comprehensive services to caregivers and to aid caregivers in complying with social programs.
- **Contact infant's caregivers** within two calendar days after discharge to ensure they have received instructions and to assess their knowledge, resources, and ability to carry out the plan provided by the hospital.
- **Complete a comprehensive needs assessment** after infant discharge that includes: current health status, social and financial issues, and identification of community resources and parent/caregiver education needed.
- **Call the hospital discharge planner** upon notification of infant admission in order to determine discharge plan, coordinate care and identify any special needs of the infant or family.

## What your colleagues say about ProgenyHealth...

*“Our affiliation with ProgenyHealth ensures that our NICU babies get care based on best practices.”*

Utilization Management Supervisor

*“The relationship between the hospital and ProgenyHealth is collaborative. It’s nice because we’re all on the same page regarding the level of care.”*

RN, Hospital Care Coordinator



**Linda Genen, MD, MPH**  
Chief Medical Officer, ProgenyHealth

*“As the only company that focuses solely on the support of affected NICU infants and their families, ProgenyHealth recognizes how important it is for our clinical staff to work closely with the physicians, nurses and other staff in the hospitals and offices that provide the direct care to our population. ProgenyHealth employs full-time neonatologists and pediatric intensivists, some of whom still provide NICU coverage in their private practices, to perform utilization review and medical management services, review the progression of care of NICU infants, and to speak with their peer neonatologists at the facilities if there are questions or concerns. This true peer-to-peer capability differentiates Progeny from other care management organizations and provides the knowledgeable, respectful interactions that the practicing physician deserves.”*

**For questions about your onboarding, contact:**  
ProgenyHealth’s Implementations Team at  
[Implementations@ProgenyHealth.com](mailto:Implementations@ProgenyHealth.com)