



**KIDS
HEALTH
FIRST**

PEDIATRIC ALLIANCE



KHF PA Meeting

IPA-GA network May 16, 2024- Virtual



Agenda Items:

- Strategic Initiatives Updates (Donna)
- Provider Relations Updates (Patsy)
- Value Added Services Updates (Barbara)
- Quality Updates (Laura)
- Q&A

Strategic Initiatives Updates

PA Meetings

Donna

- 2024 meetings will be virtual/in person
- Our next PA meeting will be June 20, 2024 and will be a virtual meeting. The Practice Administrator Committee suggested we plan a June Meeting.
- There will be no July meeting- Happy Summer!

Benchmarking

- Top Codes, along with the E&M Coding and a Coding Tip Sheet will be sent out this week to the practices that participated.
- Financial Benchmarking results compilation in process.

Recruiting Feedback

- Northside Hospital MA School
- Practices willing to accept MA and front office internships
- Feedback from a temp agency

Curi Webinar in 5/17 RoundUp

- **"Risky Business: Minimizing The Risk Around Employee Terminations"**

Contact Management

ABC Large Practice

Add Practice Contact

Key Role	Practice Contact
Lead Physician	Lead Doc LargeP-leaddocl@khfirst.com
Quality Champion	QualityDoc LargeP-qualitydoc@khfirst.com
Practice Administrator	Donna Large-dscowden.large@khfirst.com

Communication Topic	Practice Contact	LP	QC	PA	
RoundUp Newsletter		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Billing and Coding Newsletter		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Quality Steps		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vaccines		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Malpractice/Risk Management		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Resources		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Update

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Vaccines		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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Communication Topic

Practice Contact

LP

QC

PA

RoundUp Newsletter



Biller LargeP-billerlarge@khfirst.com



Biller2 LargeP-biller2large@khfirst.com



Billing and Coding Newsletter



Quality Steps



Vaccines



Malpractice/Risk Management



Human Resources



Update

Prescribing Out of State

- Communication will be sent out this week from Risk Management regarding this topic.

Provider Relations Update

Payors Exiting Market

Effective 12/31/2024, payors exiting market

- Humana - commercial market
 - Approx. 2,300 KHF lives
- Cigna + Oscar – small business market
 - 61,000 total lives

KHF developing FAQ to prep for payor exit, including claim runout, patient transition, etc.

Exchange Plans

In-Network- Confirmed

- Aetna Exchange (Aetna CVS Health Plan) – In network at commercial rates
- Aetna Whole Health – Coke employees – In network at commercial rates
- Cigna Connect – In network at commercial rates
- **Cigna + Oscar Network - In network at commercial rates - Exiting 12/31/2024**
- UHC Exchange – in network at commercial rates

Not participating - Confirmed

- CareSource Marketplace
- Cigna Oscar

Out-of-Network

- Alliant
- Kaiser
- Ambetter

Anthem - Wellstar Employee Plans

Preventative care processed to the deductible in error.

- All plans impacted.

Anthem updated system on 4/12/2024 to pay preventative at 100%.

- Claims processed before 4/12/2024 adjusting in a claims project in May.
- Claims processed after should pay correctly.

Anthem - Wellstar Employee Plans

EPO Plan:

- Contradictory statements between Anthem and Wellstar if TCCN included in EPO as tier 1 providers.
 - Fee Schedule for EPO, if included in tier 1
 - Claim Address – Unspecified on ID cards

Anthem - Wellstar Employee Plans

If a provider needs to verify which Tier they will fall into for Wellstar benefits, the TPA (Luminare) can confirm this if the provider calls the WHP Provider Concierge Line at 1-833-932-3912.

- Group # L08317
- If you are a WellStar provider, Tier 1 benefits will be applied.
- If you are not a WellStar provider, but you are an Anthem/BlueCard PPO DME, Independent Lab, Behavioral Health & Substance Abuse, or Pediatric Specialist provider, Tier 1 benefits will be applied.
- If you are a not a WellStar provider, but you are an Anthem/BlueCard PPO provider, Tier 2 benefits will be applied.
- Member level exceptions may be applied which can result in Tier 1 benefits being applied. (Contact 1-833-932-3912 for the exception review)
- If you need to confirm a provider's network status, please contact 1-833-932-3912.

CareSource Recoupment

A recoupment project for 2023 claims completed in March 2024. It included:

- Contract adjustments from contracts prior to TCCN.
- QE recoupment

CareSource confirmed recoupments were processed in error.

- Disregard recoupment letters
- They will not recoup money out of future payments.
- Practices do not need to send in recoupment checks.
- A retraction letter is being drafted by CareSource for distribution to practices.

Payor Issue Database

Payor	Last Updated	Issue Title	Description of Issue	Status	Action	Current Status	Resolution	Impacted Practices	Date Issue Discovered
Peach State Health Plans	5/7/2024	Duplicate Claim Lines	Claim lines are duplicating on EOBs. PSHP is not paying the duplicate lines, but the totals show they are.	New Issue	KHF sent claim examples to Peach State.	KHF pending claim resolution from Peach State.		259	5/4/2024
Cigna	5/13/2024	OON for Cigna+Oscar	Practice reporting Cigna+Oscar claims are processing out of network.	New Issue	KHF sent claim examples and roster confirmation request to Cigna.	KHF pending claim resolution from Cigna.		986	5/1/2024
Cigna	5/6/2024	E&M Downcoding	Cigna downcoded E&M codes for a short time period in March 2024. Claims adjusted during this time period with earlier dates of service also experienced the downcoding. The payments appear to be processing correctly at the rate of the original code, but on the downcoded line.	Open Issue	Per Cigna's rep, they confirmed a system error was identified that impacted claim denials. This issue occurred in March 2024 and is currently under review with Cigna management. Cigna will provide additional information soon.	KHF pending claim resolution from Cigna.		141, 259, 578, 911, 678, 675	3/26/2024
CareSource (TCCN)	5/9/2024	Claim Adjustment Project	Claim adjustments for 2023 claims completed in March 2024 resulting in recoupments and/or additional payments, depending on practice. Reasons: 1). Attested codes paid at 100% Medicaid rate rather than TCCN contracted rate (reference info in resolved issue below), 2.) QE recoupment (reference info in resolved issue below) and contract adjustments transitioning from KHF to TCCN contract.	Open Issue	TCCN is pending a claim report from CareSource to validate the adjustments. However the claims project is valid and within contract parameters (rates, etc)	TCCN pending claim report from CareSource.	CareSource confirmed recoupments were completed in error. They will not recoup money out of future payments. Practices do not need to send in recoupment checks either. A retraction letter is being drafted by CareSource for distribution to practices. If you have questions, contact your TCCN PR rep.	All contracted CareSource practices	4/1/2024
Cigna	5/1/2024	Tier 1 Client Specific Network	Cigna didn't not include all KHF practices in their Tier 1/Client Specific Network. This caused claims to process with the incorrect member responsibility. Piedmont is one of the employer groups using the Client Specific Network.	Open Issue	Cigna added KHF practices to their Tier 1/Client Specific Network around 2/27/2024. Cigna reprocessing claims 1/1/2024 forward, except for specifically identified providers who will have 2023 claims reprocessed. Reprocessing to take 45-60 business days (Approx due date late May 2024).	KHF pending claim resolution from Cigna.		628, 986	11/21/2023
Anthem (TCCN)	4/24/2024	Wellstar EPO Plans	Wellstar Employee benefit plans are administered by Anthem. EPO plan must use Wellstar Health Plan providers network only (unless they live over 50 miles from a Wellstar facility). Per Wellstar, Pediatric specialties are set up to apply the EPO benefits at Tier 1 level.	Open Issue	Anthem rep has contacted the Sales/Benefit team to confirm benefit set up. TCCN contacted the Wellstar PR rep requesting written documentation of EPO benefit plan, confirmation of non-Wellstar network, sample ID cards and other pertinent information. Both entities have numerous claim examples are are researching.	TCCN pending research results from Anthem and Wellstar.		255, 703, 744, 986, 628, 180	

Claim Issues/Questions

Patsy

- Send to payorconcerns@khfirst.com
- Thorough documentation will assist us with getting issues resolved in a timely manner.
- Include:
 - All supporting documentation
 - EOB's/remittance
 - ID cards

Billing & Coding Newsletter

Readership is good and increasing!

- Do you have topics of interest?
- Payors/codes you want to see information on?
- Good news and best practices to share?

Please encourage billing staff to read the newsletter.

Credentialing Issues/Questions

Patsy

- Credentialing@khfirst.com
 - Credentialing applications
 - Licenses
 - Demographic updates
 - Term letters

Practice Business Support

Value Added Services – TCCN & KHF

Barbara

KHF Recruiting Program

TCCN Professional Liability Program
(Risk Management)

**KHF Malpractice Program
(Risk Management)**

TCCN Health Insurance Program

**KHF Sanofi
(Vaccine & Flu)**

KHF Merck

**TCCN GSK
(Vaccine & Flu)**

**TCCN Pfizer
(Pevnar, COVID, Trumenba)**

**TCCN AstraZeneca
(FluMist)**

**TCCN Seqirus
(Flu)**

TCCN Merchant Services

TCCN CHADIS Purchasing Program

TCCN McKesson Medical Supplies

TCCN Anytime Pediatrics

KHF Coding Seminar (Annually- November)

KHF OSHA Training (Annually- September)

KHF NP Protocol

KHF MOC Programs

**Moderna
New – KHF & TCCN**

Risk Management – Coming Attractions!

Barbara

- September 24, 2024 6:30 pm
 - Webinar for Physicians & Practice Administrators – Family Dynamics and Effect on Healthcare
- October 22, 2024
 - *Malpractice Case Deep Dive*
- October 29, 2024 1:00 PM
 - *Social Media Best Practices*

Reminder – Malpractice Screening

Barbara

New Hires (MDs or P.A. or N.P.)

1. Complete Prescreening – Send to Shatell
2. Shatell will give you All Clear
3. Casey (SSP) will reach out about adding to Malpractice
4. Credentialing Process started - Kathryn

OK to reach out to Casey at SSP – just remember that Pre-screening needs to be completed.

VAS – Keeping Watch

Barbara

Beyfortus – RSV Season 2024

- Local Hospitals DRG include Beyfortus?
- Pre-reserve doses by April 1, 2024
 - Practices estimate # of doses - no penalty for reserving
- Shipping timelines from Sanofi?
 - Start shipping September
 - Practices can schedule shipments throughout season (through February)
- What is the expiration/ shelf life of Beyfortus?
 - 12-18 months
- How to help practices - Donna

Flu 2024 – Change to Trivalent

- WHO & CDC
- New/Updated Codes
- Pre-Book – now through March/April

Program Highlight - CHADIS

Barbara

TCCN members:

- \$1000/full time (reg. price \$1699)
- \$500/part time (reg. price \$849.50)
- Contact: Jamie Steele jsteele@chadis.com
- 888-424-2347 ext. 22

Quality Updates

2023 Humana Quality Recognition Program

Time Frame (2023)	Eligible Members	Amount	Amount per Member
Quarter 1	3,688	\$2,212.80	\$0.60
Quarter 2	3,307	\$1,984.20	\$0.60
Quarter 3	3,040	\$1,824.00	\$0.60
Quarter 4	2,332	\$5,596.80	\$2.40
2023 Total		\$11,616.60	

Amount	# practices
< \$100	14 practices
\$100 to \$500	12 practices
\$501 to \$1,000	7 practices
\$1,000 to \$1,389	3 practices

Dues will be credited with the incentive amount

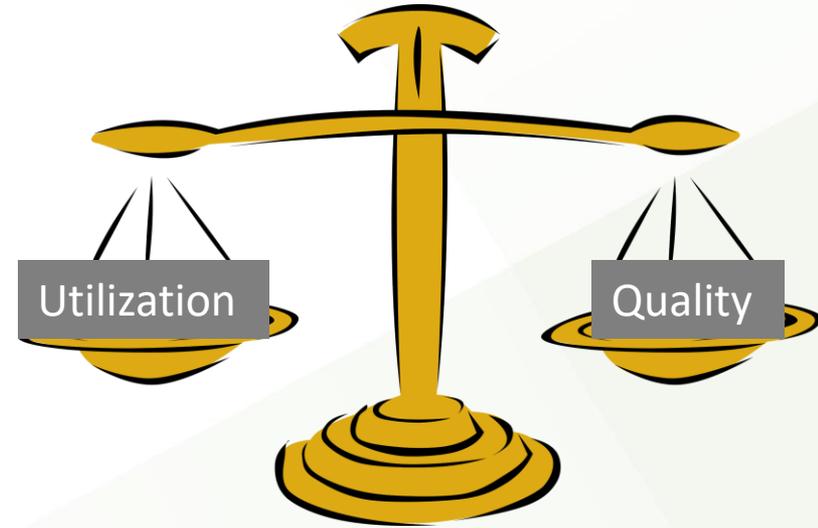
2024 Quality Programing Update

- TCCN Incentive Checks
- Summer Recall Quality Push for contracted metrics.
 - Open secure emails and payor lists. Prioritize patients that are due in the next 90 days.
 - Review Scorecards and metric performance.
 - Review tips sheets for measures where your practice needs to improve.
 - Reach out with questions.

Utilization

Utilization Focus

- Potentially Avoidable ER (PAER)
- Readmission
 - Care Management team reaching out Astha & BH Hospital Admission
 - Care Bundles



Q&A

Q&A

- Use of G2211 code?
- Any practices gone from S-Corp to LLC? A practice has questions.
- AI- is anyone using it in day to day life? In medical capacity? What about virtual assistants like speech to type?

**Thank you for attending! Slides
will be sent via the RoundUp**