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KHF PA Meeting

IPA-GA network June 20, 2024- Virtual

Agenda Items:

- Introduction of Katie Dunn, Communications Director (Tom)
- Strategic Initiatives Updates (Donna)
- Value Added Services Updates (Barbara)
- Provider Relations Updates (Patsy)
- Quality Updates (Laura)
- Q&A

Katie Dunn, Director of Communications

Katie

- **Contact:**
  - E-mail: kdunn@khfirst.com
  - Phone: 678-896-7926
- **Background:**
  - 15 years in Marketing and Internal Communications experience at Children's Healthcare of Atlanta, advertising agencies and non-profits

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Strategic Initiatives Updates

Birthdays

PA Meetings

- 2024 meetings will be virtual/in person

- Our next PA meeting will be August 15, 2024 and will be a virtual meeting. (The Professional Staff Meeting is that evening)

- There will be no July meeting- Happy Summer!

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Change Healthcare Breach Reporting

- Dept of Health and Human Services now states they will allow Change Healthcare to file the breach notifications on behalf of the affected organizations

- We are working with Risk Management to determine what this means as far as our actions and will be advising practices

Corporate Transparency Act

- Passed by Congress 2021, effective 2024

- This law creates a new beneficial ownership information reporting requirement as part of the U.S. government's efforts to make it harder for bad actors to hide or benefit from their ill-gotten gains through shell companies or other opaque ownership structures.

- Requires completing the Beneficial Ownership Information form before 12/31/2024 to identify information about the individuals who directly or indirectly own or control a company.

- Practices can hold off completing, but as it stands now, it will be required by the end of the year

- Updates will be provided

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RSV Toolkit

- Will be updated and ready by August for the 2024-2025 season

- Please send Donna any specific question you may need included in the toolkit or KHF addendum

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Recruiting- Med and PA school students (Tina Russell)

- Known employee for a year or more versus not knowing if a MA candidate(s) will last.

- Long-term potential.

- Strong Academic Foundation.

- Clinical Exposure.

- Interpersonal Skills.

- Adaptability.

CPR Classes

- No Stress Training (name of the company)
- BLS training, also PALS (reduced fees for KHF, can come to you)
- Family and Friends CPR- New Locations and Process!!
- Openings 6/29 at Johns Creek , Dunwoody stays full
- Looking for additional locations
- Separate information flyer will be included in Roundup with these slide copies

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Contact Management

ABC Large Practice

Add Practice Contact

Key Role	Practice Contact
Lead Physician	Lead Doc LargeP-leaddoclarge@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		☐	☐	☐	➕
Billing and Coding Newsletter		☐	☐	☐	➕
Quality Steps		☐	☐	☐	➕
Vaccines		☐	☐	☐	➕
Malpractice/Risk Management		☐	☐	☐	➕
Human Resources		☐	☐	☐	➕

Update

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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

- Complicated issue with no 100% correct answer

- Each physician/practice needs to determine their risk and policy.

- SSP is researching additional information to provide more clarity.

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 (Prevnar, 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

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Risk Management – Coming Attractions!

Barbara

- September 24, 2024
  - o Webinar for Practice Administrators – Family Dynamics and Effect on Healthcare
- October 22, 2024
  - o *Malpractice Case Deep Dive - TBD*
- October 29, 2024
  - o *Social Media Best Practices*

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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.

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VAS – Keeping Watch

Barbara

Beyfortus – RSV Season 2024

- 5% Price Increase
  - Sanofi contract - $457
  - Not on Sanofi Contract - $519
- Local Hospitals DRG include Beyfortus?
- Shipping timelines from Sanofi
  - Start shipping September
  - Practices can schedule shipments throughout season (through February)
- Shelf life of Beyfortus
  - 12-18 months
- RSV Tool Kit - more information and guidance

Flu 2024 – Change to Trivalent

- WHO & CDC
- New/Updated Codes
- We are monitoring

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Program Highlight - Zywave

Barbara

Available to Health Insurance Members:

- June 5th – Email

- This will replace Mineral/ThinkHR - have access til the end of 2024

- For Curi Members - You also have access to Zywave, just not the LMS component

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Zywave – Home Page

e.g. Employee benefits, safety

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- Home
- Content library
- HR apps
- Compliance apps
- Notices
- LMS
- Handbooks
- HR Hotline
- Help
- Settings

Welcome to the OneDigital Compliance portal.

Here you can find a wide range of compliance resources and tools to help you stay compliant with the assistance of OneDigital .

To get started, simply click on one of the Suites in the menu to the left, where you can access all of the tools needed manage your HR and Benefits processes. Be sure to check out the Learning Center for helpful videos and articles on a variety of topics related to staying compliant as a client of OneDigital. And if there is anything else you need assistance with, please don't hesitate to contact us at helpmewithbenefits@onedigital.com.

We look forward to working with you as we assist in streamlining your operations and managing your employee benefits.

Inbox

View all

JUN 12 Preparing for the Corporate Transparency Act — View alert

JUN 7 EEOC Announces July 9 "Failure to File" Deadline for 2023 EEO-1 Reports — View alert

JUN 3 HHS Updates HIPAA FAQs Regarding Change Healthcare Cybersecurity Incident — View alert

MAY 29 3rd Circuit Rules USERRA May Require Paid Leave — View alert

Apps

< >

FEATURED

Launch

Employee Handbook Builder

Create and communicate your organization's HR policies and procedures quickly and conveniently. Generate custom employee handbooks, branded to any organization, by simply answering a few quick questions. State and federal content is available along with the ability to upload any custom content.

Smart Content ?

Top content for **Georgia**   Top content for **Benefits**   Top content for **Georgia**

Zywave - Content Library

Zywave - HR Apps

Zywave - HR Hotline

Zywave - LMS

Zywave - LMS Course Catalog

ONEDIGITAL

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BD

- Home
- Assignments
- Employee management
- Group management
- Imports
- **Course catalog**
- Settings
- My training
- Help and training

Course catalog

Filter by

| All Categories ▼ | | Search course title... | 🔍 |

- **All Categories**
- Chemical & Environmental Safety
- Construction Safety
- Coronavirus Prevention & Response
- Cybersecurity
- Diversity & Ethics
- Drugs & Alcohol
- Employee Success
- Ergonomics
- Fiduciary Basics
- Fire Safety
- General Workplace Safety
- Hazard Communication & GHS
- Health Care Safety
- Hiring & Termination
- Labor & Privacy Law Compliance
- Manager Success
- OSHA Compliance
- Personal Protective Equipment (PPE)
- Powered Industrial Trucks & Aerial Lifts

Workplace Harassment & Violence

Workplace Harassment & Violence

Manager Success

mistakes made during investigations and how to make the right changes that can prevent injuries and improve workplace safety.

Active Shooter Attack Survival Training for Employees (English)

Duration: 14 minutes

This short, dramatic video clearly demonstrates the essentials for surviving a tragic event that happens all too often across our country. The video follows a dramatization of an active shooter event and identifies proper behavior and procedures that save the lives of those involved. An emergency response dispatcher then reviews the key actions that saved the employees lives.

View assignments   Preview course

Active Shooter Attack Survival Training for Employees (Spanish)

Duration: 14 minutes

This short, dramatic video clearly demonstrates the essentials for surviving a tragic event that happens all too often across our country. The video follows a dramatization of an active shooter event and identifies proper behavior and procedures that save the lives of those involved. An emergency response dispatcher then reviews the key actions that saved the employees lives.

View assignments   Preview course

ADA Americans with Disabilities Act

Duration: 27 minutes

Americans with Disabilities Act (ADA) training explains how to navigate obligations for accommodating workers with disabilities. The course covers both what the laws are and best practices for creating a disability-friendly workplace.

View assignments   Preview course

Ergonomics

Workplace Harassment & Violence

Ergonomics

Ergonomics

Collapse

Testimonials for Zywave or Mineral

Provider Relations Update

Patsy

KHF Credentialing

1. KHF Intranet
2. Financial
3. Credentialing

Credentialing

Physician and Advanced Practice Provider (APP) Credentialing

Credentialing is an important step for any physician or advanced practice provider who is new to Kids Health First. The credentialing packet is lengthy and requires accurate information as required by Kids Health First and the insurance companies. Once complete packets are received, credentialing by Kids Health First **takes approximately 45-60 days for a new provider.** It generally takes **an additional 30-90 days** for a payor to input the new provider into their systems.

Please follow all directions noted on each of the applicable forms (click below to access these forms). Missing information or missing supporting documents can delay the process. ***Please retain a copy of all completed documents for your records.***

For practices that accept Medicaid, please complete the Georgia Medicaid application for your new provider as soon as possible. It can take up to 6 months for a provider obtain a Georgia Medicaid ID. Medicaid payor(s) will not accept data for a new provider until we can provide an active, location-specific Medicaid ID. Enrollment instructions and documents for the Department of Community Health's (DCH) Credentialing Verification Organization (CVO) can be found at the GAMMIS website.

- Physician Initial Credentialing Application
- APP Initial Credentialing Application
- Physician Recredentialing Application (You will be contacted by KHF to initiate recredentialing every 3 years.)

For more provider credentialing information or questions, please contact us at credentialing@khfirst.com or contact **Kathryn Glass** at KGlass@khfirst.com or call 770-333-0033, ext. 203.

Please retain a copy of all completed documents for your records.

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KHF Credentialing Requirements

When hiring a new provider, the Practice is to email the following documents to Credentialing@khfirst.com

APP:

- Complete application (signature < 180 days)
- Education/Training
- Board Certification, if applicable (PNCB, AANP, or NCCPA)
- Work History/CV
- Minimum of 5 years
- Explanation for gaps 6 months or greater
- W9 (on 2024 form)
- Malpractice Insurance
- Georgia Medical License (copy)
- NPI
- DEA Certification, if applicable
- CAQH, if applicable

Physician:

- Complete application (signature < 180 days)
- Kids Health First Provider Agreement
- Education/Training
- Board Certification (ABP)
- Work History/CV
- Minimum of 5 years
- Explanation for gaps 6 months or greater
- W9 (on 2024 form)
- Malpractice Insurance
- GA Medical License (copy)
- DEA Certification (copy)
- NPI
- CAQH ID, if applicable

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KHF Credentialing Issues/Questions

Kathryn

- Credentialing@khfirst.com
  - Credentialing applications
  - License & DEA renewals
  - Demographic updates
  - Term letters

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TCCN Credentialing

Physicians are required to be credentialed with CHOA.
- Once approved, they can be added to contracts with completion of TCCN Election Form.

APP credentialing is optional. If an APP needs to be added to Anthem contract, CHOA credentialing is required.
- Once approved, they can be added to contracts with completion of TCCN Election Form.

APP can be added to CareSource with:
- completion of TCCN Election Form
- approved by DCH's CVO
- active Medicaid ID for each location

To initiate CHOA credentialing, please send the following information to your TCCN Rep:
- Provider Name
- Practice Name
- Date of Birth
- NPI
- Physician/APP Email Address

NOTE: CHOA sends credentialing emails directly to the provider for completion.

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KHF Practice/Provider Data Submission

Provider Termination/Demographic Changes

- Written notification on letterhead required

- Notify for Physicians and APPs

- For terms, submit with effective date and member move instructions (if applicable)

- For other changes, submit with explanation of update, impacted providers/locations, effective date, etc.

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Medicaid RFP

DCH released the Medicaid RFP in 2023. Intention to:

- evaluate current CMO's (Amerigroup, CareSource, PSHP)
- determine if they current CMO's should be kept, or
- Add, term/replace CMOs, or contract a 4th CMO.

TCCN has LOAs/LOIs with all payors who submitted an RFP.

- Medicaid awards - TBA July 2024

If you receive an email/call from a payor for a CMO, please refer them to TCCN.

Anthem Claim Research

Patsy

The TCCN team meets with Anthem every other week.

- Claim spreadsheet to Anthem every 2 weeks and is reviewed each meeting.
  - Claim assigns a tracking number
  - Turnaround time 30+ days.

When escalating an Anthem Claim to TCCN:

- Obtain reference number for all claims
  - Anthem will NOT review without a reference number
- Blank claim template can be provided by your TCCN PR rep. Required:
  - rendering provider and service location,
  - member information, including practice's patient account number
  - reference number

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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 dulplicate 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 entitiries have numerous claim examples are are researching.	TCCN pending research results from Anthem and Wellstar.		255, 703, 744, 986, 628, 180	

Claim Issues/Questions

- 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

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TCCN Dues email 6/19

TCCN Practice Contacts,

Earlier this week, your TCCN practice representative distributed the 2024 dues letter and reports for your practice, noting that the invoices would be coming separately from Children's today, June 19th. However, we have been made aware of some discrepancies with the physician lists which we are correcting.

In the interest of ensuring that all invoices are accurate, we are postponing sending out the dues invoices until this Friday, June 21st. The invoice will come from Children's to recipients of this email. If it needs to go to someone else in your practice, please respond to this email no later than Thursday (tomorrow).

For those who are sending in your information to be enrolled for electronic payments or updating your practice's records, please make sure that you are sending your practice's W-9 on the latest version of the form (rev. March 2024) which you can find here. Older versions of the form cannot be accepted going forward. If you are submitting a Supplier Information Form, please make sure that you select your preferred payment method at the bottom of the form.

Please respond to this email with any questions, and thank you for your patience as we implement this new process!

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Quality Updates

TCCN Summer Quality Metric Push

Laura Baldwin

Summer Quality Metric Push Strategy

- Full court press for quality metrics
  - Drive outcomes for patients
  - Maximize participation in shared savings agreements
  - More frequent scorecards that track performance
  - Additional recall lists
  - Individual practice outreach based on # opportunities & panel
  - Fall Recall CQF
- Communication Campaigns
  - Stick to vaccine schedule
  - Avoidable ER practice reengage
  - HEDIS measures and timing
  - Asthma / Flu recall – Aug

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Summer Push Resources

- **Caresource, Amerigroup, and Anthem Recall** Lists went out securely between 6/4/24-6/6/24. Email quality@tccn-choa.org if you did not receive your lists.

- **Caresource, Amerigroup, and Anthem Scorecards** went out on 6/7/24

- **Quick Start Guide: Working your Contracted Payor Lists** goes out today in Quality Steps.

- **Individual Practice Coaching Reach Outs** begin 6/21/24 to practices who have the greatest patient panel size on our payor contracts and practices who have the greatest room for improvement on specific measures of focus.

UNDERSTAND THE PURPOSE

- Recall lists are essential tools for identifying patients due for preventive care services, screenings, or follow-up appointments.
- By closing care gaps, you can receive a greater portion of shared savings from our Value Based Care Payor Contracts.

PRIORITIZE PATIENTS

- Review the TCCN Scorecard emails received on 6/7/24 for Amerigroup, CareSource, and Anthem.
- Look for the TCCN target rate for each measure, and aim to meet this target rate for your practice by the end of the calendar year.
- Use your TCCN secret practice number to assess your practice's performance and identify the contracted payor with the most room for improvement.
- Prioritize outreach to this payor first. If you have multiple staff members, distribute multiple payor lists accordingly.

REVIEW THE RECALL LISTS

- Open the secure email from TCCN sent between 6/4/24-6/6/24. Please contact **quality@tccn-choa.org** if you need these lists resent.
- First, identify high-priority patients due for critical services or screenings in the next 90 days by sorting by due date.
- Next, schedule patients as soon possible for Well Child Visits needed by 12/31/24.

DEVELOP A RECALL STRATEGY

- Talk to your office staff to develop a strategy for working the recall list and reaching out to patients.
- Work with your team to create a systematic approach for outreach via phone calls, emails, texts, or mailed reminders.
- Confirm patients haven't already been seen or scheduled. Payor recall lists come from the payor and run 30-60 days behind. In some cases, the patient may have been in for an appointment, but the payor's data is not as current as your data. You will want to check your system for the visit prior to reaching out to the patient.

ENGAGE THE WHOLE PRACTICE:

- Involve physicians, nurses, managers, and office staff in making outreach calls.
- Foster a team approach to emphasize the importance of working these lists.

PERSONALIZE OUTREACH

- Tailor messages to each patient's needs, emphasizing the importance of recommended services.

OFFER FLEXIBLE SCHEDULING OPTIONS

- Provide options like evening/weekend appointments, telehealth, or group slots for siblings.

ESTABLISH CARE WITH NEW PATIENTS

- Patients on your list may not have visited your office yet. Reach out to schedule an appointment to establish care. They either selected you as their primary care provider or the payor selected you for them.

TRACK AND FOLLOW-UP

- Maintain records of outreach efforts and patient responses.
- Follow up with non-responsive patients to ensure necessary care.

EVALUATE AND ADJUST

- Regularly review performance metrics and recall strategies.
- We will track your progress and report back regularly to help you act and adjust your approach.

IMPORTANT REMINDERS BY PAYOR LIST

- **Anthem Open Care Gap List:** This list contains all Anthem Measures. Prioritize TCCN's specific contracted metrics first: Asthma Medication Ratio, Well Child visits, and Childhood Immunizations.
- **CareSource**: First, prioritize the 'Due June through Sept' list and focus on Combo 2, Combo 7, Lead Screening, Developmental Screening, and Well Child Visits for infants. Then, focus on the Well Child 3-21 patients and ensure they are seen by 12/31/24.
- **Amerigroup Open Care Gap List**: Target patients needing care within the next 30-60 days. Then, target the Well Child 3-21 patients and ensure they are seen by 12/31/24. *Note: please remember to sort out the patients who have "complete" listed in the status column.

For measure-specific guidance, refer to measure tip sheets provided in the scorecard emails. For further assistance, contact Laura Baldwin at **laura.baldwin@tccn-choa.org** or your provider relations representative.

By following these steps and proactively engaging with recall lists, you can enhance patient satisfaction, improve health outcomes, and strengthen your practice's relationships with payors.

Q&A

- Use of G2211 code? If appropriately used it may eventually be considered by payers
- Vitamin D and lab services not covered
- Who has a certified coder

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Q&A

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