



**K**IDS  
**H**EALTH  
**F**IRST

PEDIATRIC ALLIANCE



# **KHF PA Meeting**

**IPA-GA network January 18, 2024- Virtual**



## Agenda Items:

- Strategic Initiatives (Donna)
  - **Intranet-sample content-slides**
  - Agreement for new position requests
  - Meet the Recruiters
  - HR Compliance Checklist
  
- Provider Relations (Patsy)
  - Claim Research

# Agenda Continued

Donna

- Value Added Services (Barbara)
  - Summary of Services
  - CURI Malpractice Overview Webinar and login to the site
  - Malpractice Process
- Quality Updates (Laura)
  - 2024 Quality Program and Attestation Coming Soon!
  - MOC Program (Liz)
- 2024 Benchmarking (Donna)
- KHF Website Overview
- Open Discussion

# General Housekeeping

- Please silence your cell phones!
- Please mute your phone or computer from background noise

# Recruiting Program

- Board of Managers approved standardized agreement to engage recruiting services. You will need to complete this agreement one time when you open your next position.
- Communication (Meet the Recruiters)
  - Shannan Berry
  - Angie Pack
  - Tina Russell (Lead)
- Request Open Positions:  
[recruiter@khfirst.com](mailto:recruiter@khfirst.com)

# Intranet Changes

Donna

- Ability to direct who receives different types of communications
- Ability to make changes to your practice information real time
- More Content being added to the intranet under Risk Management, HR and Payor Relations
- Updated RSV Toolkit with KHF addendum is on the intranet

# Intranet Content

## ■ Risk Management

### ■ Malpractice Requirements, Guidelines, and Resources

- One of the most important products provided by Kids Health First is malpractice coverage for its members. The purpose of such benefit is to advocate for our providers and to advance the practice of medicine while ensuring detailed attention and focus on patient safety.
- We have chosen CURI as our carrier and partner in this endeavor. CURI, "a full-service advisory firm that works harder to make your life easier" will advise us based around our priorities which will be elevated outcomes. Whether the topic is medicine, business or life, CURI's holistic, physician-focused approach and tailored solutions evolve as our needs do, allowing us to do, and achieve more.
- Overall, CURI's mission is in sync with Kids Health First's objectives to provide low financial risk to our members paired with the highest level of patient safety.
- Click [here](#) to visit CURI's website or [click here](#) to find detailed instructions on how to access and use its website:
- Corporate Headquarters  
Headquarters  
700 Spring Forest Road, Suite 400  
Raleigh, NC 27609  
800-662-7917

### ■ Malpractice Requirements

- **The following is a list of documents that will help guide you through the process of the malpractice approval process, which is required by Kids Health First prior to hiring any new providers. Other information and guidelines related to the coverage and claims process is also included.**
- [KHF Malpractice Prescreening](#)
- [MP 001 New Hire Process](#)
- [MP 011 Volunteer Activity](#)
- [MP 012 Student Shadowing](#)

# Risk Management, Cont

- **Guidelines and Resources**
- **The following is a list of documents, provided by [CURI](#) that will help guide you in specific risk management issues.**
- [Medical Record Documentation Policy](#)
- [Georgia Handbook on Termination](#)
- [Termination Letter-No Reason-Sample](#)
- [Authorization for Request to Amend Medical Record-Sample](#)
- **Kids Health First Malpractice Program invoice payments are sent to:**
- IPA-GA Liability Program, LLC  
P.O. Box 116176  
Atlanta, GA 30368
- For assistance with any questions related to the malpractice requirements by Kids Health First, please contact Barbara Douglas at [bdouglas@khfirst.com](mailto:bdouglas@khfirst.com), **770.333.0033, Ext. 201, or 470.430.1981.**
- **Risk Management Q&A**
- For answers to the latest risk management questions, [click here](#).

# Risk Management, Cont

- **Latest Topics**
- [Is there a rule that says a provider must complete a patients' chart by a specific time? \(Nov 2023\)](#)
- [What should be done if a caregiver alters Form 3231 after a practice has signed it? \(Nov 2023\)](#)

# PA Meetings

Donna

- ❑ 2024 meetings will be virtual/in person
  - ❑ Speakers on a variety of issues, enhancing our skills financial
    - February 15th meeting will be a virtual meeting with a wonderful speaker on the topic of financial benchmarking, tools for managing your practice's numbers
    - March 21st meeting will be another great speaker on Retention and New Employee Onboarding- mark your calendar! Meeting at TCCN Support Center

# Coming Soon

- HR Compliance Checklists by Month
- Financial and Operations Checklists

# Provider Relations Update

# Claim Research

Payor Issue Database: review for updates.

[https://kidshealthfirst.com/financial/financial\\_claims-status-updates/](https://kidshealthfirst.com/financial/financial_claims-status-updates/)

**Send PHI/claim examples securely!**

- KHF & TCCN can provide secure emails for practices to send documents.

# **Value Added Services**

# 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**

# CURI – Malpractice Carrier

Barbara

- February 22, 2024 @ 1:00
- CURI Website Overview Webinar
  - Learning Tools
  - HR Tools

# Malpractice Process

- Prescreening to Shatell
- Carrier Changes to Casey – copy Shatell
- Retirements/People Leaving – to Shatell and Casey
- Risk Management Questions – Brent Reese – copy Barbara

# Broker is Sterling Seacrest Pritchard - Carrier is Curie

Barbara



Partner



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404-307-4430  
[jmiller@sspins.com](mailto:jmiller@sspins.com)

Partner



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Executive



**Casey Carpenter**  
770-635-0444  
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## Claims/Risk Support Team

Director of  
Claims Advocacy



**Brent Reece, JD, CPCU**  
770-308-2087  
[breece@sspins.com](mailto:breece@sspins.com)

## Resources

General Counsel



**Tama Retherford**  
404-424-6500  
[tretherford@sspins.com](mailto:tretherford@sspins.com)

Risk Control



**Bill Barrow**  
404-424-6500  
[bbarrow@sspins.com](mailto:bbarrow@sspins.com)

# Quality Updates

# 2024 Quality Programing

- **2024 Quality Attestation coming soon!**
- **Be on the lookout for monthly scorecard emails and Quality Steps!**

# Depression Screening MOC Program

## Participation

- Metro Atlanta
- 30 practices
- 130 pediatricians

## Requirements

- Chasing down remaining

## Success

- Increased rate of depression screening
- Increased the rate of coding for the results
- Demonstrate prevalence to advocate for resources

## Attestations

- 2023- requested before end of year
- 2024 – request the end of next week

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# PRACTICE BENCHMARKING

# Practice Benchmarking

Top reasons why you should benchmark your practice

Get insights of your practice's performance

Identify variance

Catch potential issues when they are small

Enhancements  
in 2024

# 2023 Practice Benchmarking Schedule

Benchmarking Item	Date Requested	Due Date	Return Date
Top Codes	1/3/2024	1/24/2024	<ul style="list-style-type: none"><li>• Via email on or before March 1<sup>st</sup></li><li>• Pending Contract Committee approval</li></ul>
Salary Survey	1/3/2024	1/24/2024	<ul style="list-style-type: none"><li>• Via email on or before March Practice Administrator meeting</li></ul>
Practice Survey	3/1/2024	3/22/2024	<ul style="list-style-type: none"><li>• Via email on or before the May KHF Practice Administrator meeting</li></ul>

Top Codes and Salary Survey requested at the same time this year

# Top Codes

- Pull a report from your PM/EMR of 2023 CPT codes billed. It should include utilization by code
- If possible, save the report in excel or csv file to send to KHF
- Find a practice who has the same PM/EMR system as you to ask for help

# Salary Survey

- 2 parts, the hourly rates of your staff by position
- Choose the position that is most similar- if we have positions with only 1-2 then we can't get a good range for you.
- Current employees and current rate
- Years of experience (total)
- Survey Monkey for benefits related questions

# Misc Topics

- HIV Preventative Drug Apretude
- CPR for Parents?
- Prior Authorizations- how do you manage?
- HIPAA and OSHA training- how do you do in your office and what materials do you use?

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