# KIDS HEALTH FIRST

PEDIATRIC ALLIANCE

# KHF PA Meeting

IPA-GA network January 16, 2025- Virtual

Donna

# Agenda Items:

- Practice Business Support (Barbara)
- Provider Relations (Patsy, Kathryn and Glenda)
- Quality Updates (Laura and Liz)
- Practice Support (Donna)
- Ask a peer

# Practice Business Support

# Practice Business Support – TCCN & KHF

| | | | | |
|---|---|---|---|---|
| **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 | **Coding** Seminar (Annually-November) |
| **OSHA** Training (Annually-April) | **KHF NP Protocol** | **KHF MOC Programs** | **Moderna** New – KHF & TCCN | **Cyber Program** |

CPR Program

# KHF Vaccine Programs

- Required by Contract:
  - Manage Group Contract, Rosters, Market Share
  - Update practices with changes including price changes
  - Send out annually to each practice – accounting of ASF
  - Advocate with Manufacturers on behalf of practices
- Services that KHF Offers:
  - Monitor Reimbursement Rates
  - Fee Schedule Process
  - Compare to CDC
  - Various Analysis
  - Knowledgeable of Vaccine Purchasing Process to help practices
  - Constantly reviewing pricing, reimbursement, revenue

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

***Helpful Tip:*** *Pull report by CPT code for each payer from your EMR and then compare to Fee Schedule.*

# Flu Pre-Book Season

| Manufacturer | Brand Name | PreBook Deadline | 2024 CPT | Contract Holder |
|---|---|---|---|---|
| AstraZeneca | FluMist (LAIV3) | 4/30/2025 or recurring reservation | 90660 | TCCN |
| GSK | Fluarix (IIV3) | 3/31/2025 - typically recurruing reservation | 90656 | TCCN |
| Sanofi | Flublok (RIV3) | 3/31/2025 - typically recurruing reservation | 90673 | KHF |
| | Fluzone (IIV3) | | 90656 | |
| | | | 90657 | |
| | | | 90658 | |
| Seqirus | Flucelvax (ccIIV3) | 4/18/2025 | 90661 | TCCN |

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

Patsy

# Provider Relations

# Meet Glenda Hale

Patsy

Glenda joined KHF's Provider Relations team in December 2024.
Her experience includes:

- billing and claim issue resolution
- front office practice
- accounts payable at CHOA.

She is introducing herself to her assigned practices this month.

We are excited about the positive impact she will make on our team!

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

# KHF Contracting Update

Aetna Contract Renegotiation

- Effective 12/15/2024
- Fee Schedule received 1/10/25
  - Under review for accuracy, then will post.

Renegotiation Highlight:

- 13% Overall Increase

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

# Payor Exit Reminder

## Humana

- Left commercial market effective 12/31/2024
- No longer Credentialing for Humana
- Termination Checklist available

## Cigna + Oscar

- Discontinuing new insurance coverage in the small business market.
- Cigna will continue to serve Cigna + Oscar members until their renewal date in 2025.

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

# TCCN Contracting Updates

Patsy

Signed New Base Agreement

- Effective 1/1/2025
- Rates meet CMO aspirational fee schedule.

3 Year Contract Extension & Renegotiation

- Effective 1/1/2025
- Overall Increase with significant lab-based increases

2 Year Base Contract Extension & Renegotiation

- Effective 1/1/2025
- Rates meet CMO aspirational fee schedule.

# Medicaid RFP Announcement

On 12/2/2024, DCH released the Notice of Intent to Award for the Georgia Families and 360 programs.

- Georgia Families & Georgia Families 360º Care Management Organization (CMO) Contract Notice of Intent to Award (NOIA) Announcement | Georgi

Next Steps:

- CMO's not selected may submit an appeal, which expected.
- Following appeals, litigation could take place.
- Effective date not announced, but July 2026 is probable.

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

# Current CMO Agreements & Relationships

KHF and Peach State is business as usual.

- New Provider Rep

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

# TCCN's Readiness for New CMO's

Patsy

In 2023-2024, TCCN executed Memorandums of Understanding (MOUs) with the three new potential awardees:

- Humana
- Molina
- United Healthcare

Based on these MOUs, TCCN negotiate and implement full agreements for the new CMOs in Georgia.

TCCN's relationship with CareSource is business as usual.

# Anthem Blue Value Plans

Patsy

Blue Value Exchange plans began 1/1/2024 in South GA.

- 2025 expansion into metro Atlanta.
- ~40,000 members enrolled in Blue Value.
- Bronze, Silver, and Gold plans.

TCCN is NOT contracted for Blue Value.

Blue Value plans — available in 102 counties in 2025:

Kathryn

# Credentialing Committee 2025 Schedule

| Month | Last Day to Submit Documents | Credentialing Meeting Date |
|---|---|---|
| January | 1/7/2025 | 1/14/2025 |
| February | 2/4/2025 | 2/11/2025 |
| March | 3/4/2025 | 3/11/2025 |
| April | 4/1/2025 | 4/8/2025 |
| May | 5/6/2025 | 5/13/2025 |
| June | 6/3/2025 | 6/10/2025 |
| July | 7/1/2025 | 7/8/2025 |
| August | 8/5/2025 | 8/12/2025 |
| September | 9/2/2025 | 9/9/2025 |
| October | 10/7/2025 | 10/14/2025 |
| November | 11/4/2025 | 11/11/2025 |
| December | 12/2/2025 | 12/9/2025 |

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

Kathryn

# KHF Credentialing

| Documents Received | Application Review | Primary Source Verification | Document Verification | CHOA Affiliation | Credentialing Committee |
|---|---|---|---|---|---|
| | All Required Fields Added | DEA | Board Certification | | |
| | All Signatures, Dates | GA License | Education | | |
| | CV, Gaps | OIG | COI | | |
| | | NPBD | | | |
| | | SAM | | | |

Approval letters are sent to practices ~2 weeks after credentialing meeting.

Payor files submitted once a month:

- Aetna, Multiplan, United Healthcare – End of each month
- Peach State – 15th of each month

Reminder: Cigna is not delegated. KHF sends provider data on practices behalf to initiate credentialing. Cigna will have a unique effective date.

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

# TCCN Credentialing

Kathryn

To initiate CHOA credentialing, please send the following information to your TCCN Rep:

- Provider Name
- Practice Name, Date of Birth and NPI (or SSN)
- Provider Email Address

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

APP credentialing is optional. If an APP needs to be added to the 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:

- approval by DCH's CVO
- active Medicaid ID for each location
- completion of TCCN Election Form

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

# KHF Credentialing Issues/Questions

Kathryn

Credentialing@khfirst.com

- Initial credentialing & recredentialing applications
- License & DEA renewals
- Demographic updates
- Term letters – include member move instructions

Kathryn is the primary PR rep responsible for the Credentialing email box.

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

# Claim Issues/Questions

Patsy

- Send to payorconcerns@khfirst.com
- Include:
  - All supporting documentation
  - EOB's/remittance/ID cards – should be sent via secure email.
  - Let us know if you need assistance with sending items in a secure message.

Glenda is the primary PR rep responsible for the Payor Concerns email box.

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

# Quality

# 2025 Quality- Call to Action

Liz

- Monthly TCCN Scorecards are sent to practices
- Quality Champion and Team review these scorecards for practice performance
- If your practice is NOT meeting the TCCN target, focus on this measure(s) in 2025!
  - We are here to help!!!
- Goal: meet TCCN target for all metrics to maximize incentive opportunity

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

# 2025 Primary Care Practice Requirements

Reminder:

- As previously voted upon by the KHF Board of Managers, all TCCN Clinical Integration Requirements are mandatory for KHF practices and will serve as KHF Clinical Integration standards.
- The following slides outline the 2025 Clinical Integration requirements as approved by the TCCN Board of Directors.

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

# Summary: 2025 Primary Care Practice Requirements

Laura

- ✓ **Quality Champion attestation** (Same)
- ✓ **Minimum Standards-** Metrics: AAP, BMI, Depression Screening (Same)
- ✓ **Primary Care Clinical Integration/Education -**At least one provider from each practice must attend at least 2 educational programs in 2025 (Up 1 from last year)

- ✓ **Programming:**

  **FeelWell (Behavioral Health Program)**

  - Review and adopt the ADHD medication Guidelines and review practice specific contracted metric performance
  - Depression screening – minimum standard requirement
  - Requirement to begin coding for positive, negative, n/a for depression screening result Codes: results of the screen being positive (G8431), negative (G8510) or excluded (G9717)

# Summary: 2025 Primary Care Practice Requirements

Laura

**BreatheWell Program**

- Continue to focus on quality metrics and appropriate utilization by reviewing network scorecards and implementing changes as needed to meet performance goals for the following metrics:
- Asthma Action Plan minimum standard, Asthma Medication Ratio, Asthma/respiratory related readmission
- Leveraging AAP as a well-established TCCN program to address utilization, as asthma represents ~ 7% of readmissions
- Care coordination with practices and hospital to impact unnecessary utilization

**AllWell (Preventative)**

- Review and adopt all Bright Futures Standards
- Perform developmental screenings/SDOH screenings NEW
- Code for BMI minimum standard

# Summary: 2025 Primary Care Practice Requirements

Laura

**Right Care, Right Place**

- Utilization / Care Coordination/ Right Care Right Place
  - Practices commit to working with TCCN, when a hot spotter patient, high risk, chronic care, complex care patient is identified and work with TCCN to ensure the patient is seeking the appropriate care at the appropriate setting.
- Adopt the Antibiotic Prescribing Guideline and have full engagement with the Antibiotic Stewardship Program.

  - Have one provider attend/watch an educational activity and share with their practice.
  - Attest to make necessary adjustments to their EMR templates.

Donna

# Practice Support

# PA Meetings

Donna

- 2025 meetings….
- Mix of virtual and in person
- Working with the PA Advisory Committee on in-person speakers

- Next Meeting: 02/20/2025

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

# Misc. Headlines

- Contact Management
- Credit Reports and Medical Debt

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

# Update?

## Practice Administrators' Contact Information

| Practice Name | Practice Representative | Email Address | Phone Number | EMR System | PM System |
|---|---|---|---|---|---|
| Bi-County Pediatrics | Pat Flowers | pat.bicountypediatrics@gmail.com | 770-949-3888 | Office Practicum | Office Practicum |
| Children 1st Pediatrics | Termetrice Crawford | crawfordtermetrice@yahoo.com | 678-817-1000 | PCC | PCC |
| Children's Medical Central | Candace Stinson | candacens107@yahoo.com | 770-918-8099 | Athena | N/A |
| Children's Medical Group, P.C. | Faisal Saleem | fsaleem@cmg-pc.com | 404-633-4595 | eClinicalworks | eClinicalworks |
| Children's Medicine, P.C. | Trudy Hunley | tlhunley@childrensmedicine.net | 678-578-3150 | Epic | N/A |
| Cobb Pediatric Associates | Barbara Coleman | b.coleman@cobbpedassoc.com | 770-941-7709 | PCC | PCC |
| Cobb Pediatrics | DeeDee Johnson | djohnson@cobbpeds.com | 678-504-1181 | Office Practicum | Office Practicum |
| Dawson Pediatrics, PC | Stephanie Pierce | spierce@dawsonpediatrics.com | 706-216-2771 | PCC | PCC |
| Dekalb Pediatric Center | Jane Wilkov, MD | janewmd@dekalbpeds.net | 404-508-1177 | Medicat | Medicat |
| Dunwoody Pediatrics | Joan Troy | jtroy@dunwoodypediatrics.com | 678-892-8330 | Office Practicum | Office Practicum |
| DV Pediatrics, LLC | Jeff Mathis | jmathis@dvpediatrics.com | 770-704-0057 | Office Practicum | Office Practicum |
| East Cobb Pediatrics | Stephanie Patterson | spatterson@eastcobbpeds.com | 770-977-0094 | Greenway | Greenway |
| Little 5 Points Pediatrics | Nancy Jester | nancyjester@gmail.com | 404-521-2445 | AdvancedMD | AdvancedMD |
| North Atlanta Pediatrics | Dee Schultz | dschultz@northatlantapeds.com | 404-256-3178, ext 100 | Veradigm (formerly Allscripts) | Veradigm (formerly Allscripts) |
| North Fulton Pediatrics | Leigh Anne Bearden | lbearden@northfultonpediatrics.com | 678-893-7550 | Office Practicum | Office Practicum |
| Northside Pediatrics and Adolescent Medicine | Vicki Tittle | vt@nspeds.org | 404-256-2688 | EMDs | EMDs |
| PAMPA Pediatrics | Pam DeLancey | pdelancey@pampapediatrics.com | 770-517-6804 | Office Practicum | Office Practicum |
| Pediatric Associates of North Atlanta | Kristin Conklin | kconklin@panapc.com | 770-476-0164 | Athenahealth | Athenahealth |
| Pediatric Physicians, PC | Seth Davis | sdavis@pediatricphysicianspc.com | N/A | Athenahealth | Athenahealth |
| Sandy Springs Pediatrics | Bridgette Moore | bgilbert@sspediatrics.com | 404-252-4611 | Greenway | Greenway |
| Snapfinger Woods Pediatrics | Phyllis Stembridge | snapfingerwoodspediatrics@yahoo.com | 770-981-0210 | EMDS | EMDS |
| Snellville Pediatrics | Renita Spining | rspining@snellvillepeds.com | 678-775-1512 | Greenway Intergy | Greenway Intergy |
| Stepping Stone Pediatrics | Kerri Coley | kcoley@sspcobb.com | 770-515-9000 | Office Practicum | Office Practicum |
| The Pediatric Center of Stone Mountain | April Abbott | april_c@the-pediatric-center.com | 404-296-3800 | PCC | N/A |
| Verras Pediatrics, P.C. | Maria Schumann | mariaschumann@yahoo.com | 770-491-1285 | N/A | Medical Manager |

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE

# Ask a Peer

- Staff Training- how is it scheduled? Pam Delancey
- Staffing- does recruiting, and more importantly, retention seem better? Debbie Darby, Stephanie Pierce
- Insurance Questions: Niara Taylor
  - Accepting Oscar (not Cigna + Oscar)
  - Self Pay Patients payment
  - Payments by Virtual Credit Card
- Vaccine Supply Co-Vaxcare or Canid: Stephanie Pierce
- Inclement Weather Staff Payment Policy: Lisa McKee
- Updated Patient Privacy Practices- Pam Delancey
- PA Mentoring: Donna Scowden

KIDS HEALTH FIRST
PEDIATRIC ALLIANCE