



April 2017

Buckeye Health Plan Provider Satisfaction Survey

Buckeye Health Plan recently distributed their annual provider satisfaction survey to a random sampling of providers. If you were selected, you would have received this survey during the week of March 27th. Please be sure to return the survey no later than April 29, 2017, so that Buckeye may benefit from your feedback!

CareSource Denials for Flu and Strep Testing

CareSource has issued denials recently for some flu and strep tests, specifically related to CPT codes 87502 and 87651. If you have experienced these denials, contact your PFK provider relations specialist at PFKProviderRel@NationwideChildrens.org. Please provide an EOB for one of your denied claims along with the total number of denials you have experienced. Your provider relations specialist may ask for additional claim information including claim numbers.

Processing Adolescent Well Checks (AWC) When Managed Medicaid is the Secondary Insurance

For purposes of the Physician Incentive Program, physicians receive credit for completion of a well visit when Medicaid is billed as the primary or the secondary payor. Claims should be submitted to both the primary and secondary payors to ensure that your provider receives credit for completion of a well visit. After receiving payment from the primary payor, the provider should submit a claim and a copy of the Explanation of Payment (EOP) from the primary payor to the managed Medicaid plan. This will help ensure that these patients are counted as “compliant” for reporting and incentive calculation purposes.

Distinguishing Noncompliant and Ineligible on the Noncompliant Patient List*

PFK staff often receive questions regarding the differences between the terms “non-compliant” and “ineligible” member that are used in the Noncompliant Patient List reports that are distributed to practices each quarter. Definitions for these terms are listed below.

Non-compliant - The member was eligible for a HEDIS well-check measure last year, but he/she did not have a qualifying well-care visit last year. Please keep in mind that adolescents are measured every other year; 3-6 year olds are measured every year and infants (0-15 months) are measured based upon receiving 6 out of 8 well visits during their first 15 months of life.

Ineligible - The patient was not eligible for a HEDIS well-check measure last year. This could occur because the member did not meet the age requirements in the prior year or did not have continuous Medicaid eligibility in the prior year.

*If an actual date is displayed, this reflects the compliance date (the date of the well-care visit). The patient was eligible for the measure last year and had a compliant event last year.

Dublin Urgent Care Closure

The Dublin Urgent Care located on 7450 Hospital Drive is closed effective March 17th for approximately 3-5 months. Urgent care patients may still access Nationwide Children’s Hospital (NCH) Urgent Care services at six other locations. Laboratory and radiology services will remain open at the Dublin location for walk-in patients.

PFK Pharmacy Update

Think twice before prescribing Ciprodex. PFK Pharmacy has updated prescribing guidelines regarding common ear infections to reflect the rising cost and restricted coverage of Ciprodex and Ofloxacin otic drops. The steroid component of Ciprodex isn’t clinically necessary in the majority of patients and ofloxacin *ophthalmic* drops are a clinically appropriate and cost-effective alternative to treat. The Ohio Medicaid Pharmacy Coverage Guidelines have been updated to reflect new coverage information for fee-for-service Ohio Medicaid and the five managed Medicaid plans for select drug classes. For questions about the prescribing resources or how a pharmacist can assist your practice with prescribing, contact

PFKPharmacy@NationwideChildrens.org.

Welcome New Members

We are pleased to welcome the following providers and practices who joined the PFK provider network in March 2017:

Christina J. Valentine, MD; Central Ohio Newborn Medicine, Inc.



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Important Dates

May 4, 2017, 3:00 – 7:00 PM - The NCH Livingston Ambulatory Center Community and Employee Open House will be held at 380 Butterfly Gardens Drive. Parking for this event is in the Yellow Parking Garage at 420 Butterfly Gardens Dr., near Livingston and Grant Avenues. Valet services will be available at the front door.

May 4 and May 5, 2017 - The NCH Asthma Conference will be held at the Nationwide Hotel and Conference Center. [Click here](#) for details and registration!

May 29, 2017 - PFK offices will be closed in observance of the Memorial Day holiday.

Last week of May 2017 – Physician Incentive Program (PIP) for check distribution.

Did you know?

Recredentialing packets have been mailed to all providers with expiration dates in 2017 and are due back by May 1, 2017. Please send them back in the return envelope enclosed in the packet. If you have not received your recredentialing packet, please contact your provider relations specialist at PFKProviderRel@NationwideChildrens.org.