



**May 2018**

### **CareSource Well Check Denials (Code OA-119)**

Several practices have reported that CareSource is denying claims for well checks with code OA-119 (benefits exceeding maximum). The denials appear to have begun in May. Partners For Kids has reported and escalated the issue within CareSource. CareSource is aware of the impact this issue will have on your practice and is making resolution its highest priority. If your practice is experiencing these denials, please [email your PFK provider relations specialist](#). Provide both number of denials you have received and the dollar amount of charges denied. PFK's provider relations team will continue to keep affected practices updated regarding next steps and timelines.

### **Behavioral Health Webinar Series for Primary Care**

Nationwide Children's Hospital will present a multi-part Behavioral Health Webinar Series for Primary Care (see the attachment). The first, "Suicide Risk Screening," with John Ackerman, PhD, Center for Suicide Prevention and Research Nationwide Children's, and Jeff Bridge, PhD, Center for Innovation in Pediatric Practice, The Research Institute at Nationwide Children's, occurs **May 30 from noon to 1 p.m.**. Nationwide Children's designates this live activity for a maximum of 1.0 AMA PRA Category 1 Credit(s). Please join us [via Skype](#) or call (614) 355-5333; Conference ID: 2243805. Additional behavioral health topics will be covered over the next six months.

### **PFK Office Manager's Retreat**

PFK and Molina Healthcare are hosting a retreat for office managers at the **Partners For Kids** office, **525 E. Mound St., 3<sup>rd</sup> Floor Training Room, Columbus, on Friday, June 22**. The theme is "improving preventative care access for children and adolescents." Hear and share best practices to improve well check compliance from other office managers and administrative staff. Registration begins at 8:30 a.m. with continental breakfast, and the retreat takes place from 9 a.m. to noon. Boxed lunches will be available at the conclusion. Please confirm your attendance and dietary requests by June 15 by emailing [PFKProviderRel@NationwideChildrens.org](mailto:PFKProviderRel@NationwideChildrens.org). We look forward to seeing you!

### **New Care Navigation Resource**

A guide titled "[Care Navigation for Providers in CareLink](#)" has been added to the [PFK website](#). The document provides step-by-step instructions on using CareLink to order a Care Navigation referral, to identify patients enrolled in Care Navigation and to review the Care Navigation care plan.

### **Practice Fitness Series**

On October 30, Partners For Kids, Nationwide Children's, Children's Practice Pediatricians and Central Ohio Pediatric Society will co-host the next Primary Care Practice Fitness session. Dr. Ronald Epstein will discuss "Flourishing at Work: Mindful Lessons for Clinicians and Leaders." More information is attached or [register now](#).

The March 1 Practice Fitness session, "Incorporating Behavioral Health Into Your Practice," is now available through [CME On Demand](#). Search the course catalog for the session title. Additional instructions on accessing CME On Demand are attached.

### **Welcome New Members**

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

- Mari L. Black, FNP - Adena Medical Group, LLC
- Sanjay S. Mardolkar, MD - Adena Medical Group, LLC
- Ishmael W. Stevens, Jr, MD - Ashland Children's Clinic, PSC
- Misty Dawn-Barker Grove, FNP - Midwest Allergy Associates, Inc.
- Rachael E. Hall, FNP - Pediatric Associates of Lancaster Inc.
- Heather A. Bechtel, MD - Pediatrix Medical Group



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## **Important Dates**

**May 28** - PFK offices closed in observance of Memorial Day

**Week of May 28** - Q3 2017 PIP check distribution

**May 30** – Nationwide Children’s Behavioral Health Webinar Series for Primary Care: Session #1: Suicide Risk Screening

**June 21** – PFK e-newsletter distribution

**June 22** - Office Manager’s Retreat co-sponsored by PFK and Molina Healthcare

**June 28** – Nationwide Children’s Behavioral Health Webinar Series for Primary Care: Session #2: Treating the Positive Screen, noon to 1 p.m.. (Additional information will be in the June e-newsletter.)

**October 30** - Practice Fitness Primary Care Series “Flourishing at Work: Mindful Lessons for Clinicians and Leaders”

## **Did you know?**

Your feedback on the PFK Provider Survey is much appreciated. This year, because of your feedback:

- Care Coordination is incorporating provider feedback into its model of care planning.
- Member Outreach has created practice-specific summaries of their outreach calls and letters that are now shared with the practices that they are supporting.
- Pharmacy staff have maintained the “Ohio Managed Medicaid Pharmacy Coverage” (aka Preferred Drug List) resource on the [PFK website](#).
- Practice Facilitation has developed descriptive information about the non-compliant patient list that all members of PFK’s team may share with PFK practices.
- Provider Relations has created a SharePoint site to facilitate internal tracking of payor issues and resolution timeframes as well as to share information across the department.

We welcome your feedback at any time. Please contact your [PFK provider relations specialist](#) whenever you have a comment, question or suggestion about how PFK can better support your practice.

## **Contact Partners For Kids Provider Relations**

If you have questions regarding any of the information in this newsletter, please contact us at:

Email: [PFKProviderRel@NationwideChildrens.org](mailto:PFKProviderRel@NationwideChildrens.org)

Phone: (614) 355-5503

Visit us at [PartnersForKids.org](http://PartnersForKids.org)