



June 2018

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

Nationwide Children's Hospital is presenting a multi-part [Behavioral Health Webinar Series for Primary Care](#) this year. Session #2: "Responding to Positive Suicide Screens in Pediatric Primary Care Screenings," 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 **June 28 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). Join [via Skype](#) or call (614) 355-5333; Conference ID: 2243805. The next webinar takes place Wednesday, September 12, from noon to 1 p.m.

### **American Academy of Pediatrics 2018-2019 Flu Vaccine Recommendations**

The American Academy of Pediatrics (AAP) is recommending that parents opt for the flu shot rather than a nasal spray vaccine this year. This is based on the efficacy of the shot versus the spray in recent years. AAP will publish an official policy statement later this year. [Read the announcement.](#)

### **Buckeye Health Plan Vaccine Denials**

In recent months, Buckeye Health Plan has been denying vaccine administration code 90460. Buckeye instituted a claim edit that resulted in these denials, and is now working to update their system to remove this claim edit. Once updated, a claim report will be run to identify which claims were denied in error, and repayments will be made for affected practices. If you have any questions, email PFK Provider Relations at [PFKProviderRel@NationwideChildrens.org](mailto:PFKProviderRel@NationwideChildrens.org).

### **CareSource OA-119 Well Check Denial Update**

On June 13, CareSource completed an update to their billing system to correct the OA-119 well check denials that began with the May 4 check run. CareSource is now running a claims report to identify affected claims and will run a mass claims adjustment to repay those that were improperly denied. An exact timeline has not yet been established. If you have questions or if you continue to experience well check denials under code OA-119, please email PFK Provider Relations at [PFKProviderRel@nationwidechildrens.org](mailto:PFKProviderRel@nationwidechildrens.org).

### **Molina Healthcare Corrected Claims NEW Procedure**

PFK providers now have 12 months from the date a claim pays/denies to submit corrected claims to Molina Healthcare. Previously, the timeline was 180 days. This change went into effect the first week in May; however, Molina has not had an opportunity to communicate this information to the provider network. This new corrected claims policy is a retroactive change, enabling providers to look back 12 months and correct previously submitted claims.

### **Paramount Claims Processing Update**

Paramount is making efforts to improve the amount of time it takes to process payments. Beginning July 1, Paramount will process multiple payments per week rather than follow a weekly payment cycle. You may receive multiple checks or electronic remit files throughout the week. Please refer to the attached update for additional details.

### **Medicaid Managed Care Plans At-A-Glance**

PFK has compiled contact information for multiple departments within each of the Medicaid Managed Care Plans. This information can be accessed via the ["Managed Care Plans At-A-Glance"](#) link on the [Resources](#) page of the [Partners For Kids website](#).



**June 2018**

## **Welcome New Members**

We are pleased to welcome the following providers and practices who joined the PFK provider network in June 2018:

Ashlee N. Armstrong, FNP - American Health Network  
Mary H. Kravitz, PA-C - American Health Network  
Stacey L. Mohler, CPNP-PC - American Health Network  
Claire S. Ackerman, PhD - Olentangy Pediatrics, Inc.  
Wendy K. Stevens, MD - Pediatric Associates, Inc.  
Sarah A. Rice, CNP - Simona Moore, CNP, LLC

## **Important Dates**

**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”

**July 4** – PFK offices closed in observance of Independence Day

**July 19** – PFK e-newsletter distribution

**September 12** – Nationwide Children’s Behavioral Health Webinar Series for Primary Care: Session #3: “Sleep-related Disorders and Educating Parents on Good Sleep Hygiene Practices”

**October 30** – Practice Fitness Primary Care Series “Flourishing at Work: Mindful Lessons for Clinicians and Leaders”, 6 p.m.

## **Did you know?**

Last year, Michelle Bronner and Bob Pastva from PFK’s Provider Relations Department assisted PFK network practices in resolving 131 claims issues with managed Medicaid payors. When reporting a claims issue to the PFK Provider Relations team, please be prepared to share the following information to assist us in advocating on your practice’s behalf:

- A brief description of the issue (e.g. claims billed with code 12345 have been denied by XYZ payor with a denial reason of A789 non-covered service.)
- First date your team identified the issue (e.g. dates of service 6/1/18 and after, payment dates 6/1/18 and after)
- Samples of claims and explanations of payment for the affected claims
- Your estimate of the number of claims and total billed charges (\$) of the affected claims

## **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)