



September 2018

Partners For Kids Provider Satisfaction Survey

PFK's annual Provider Survey will be distributed October 19. By completing the survey, your practice will be entered to win a lunch for your office! As a result of last year's feedback, Member Outreach created practice-specific summaries to share with practices, Practice Facilitation created educational tools for practices about the non-compliant patient lists and Provider Relations enhanced its tracking of payor issues. Thanks in advance for providing your valuable input.

CareSource Well Check Denials (OA-119)

CareSource has provided a brief update regarding the well checks that have been denied with code OA-119 (exceeding benefit limits). While all claims have been reprocessed and many were paid, CareSource recognizes that some well checks were denied again at reprocessing, and some new well checks continue to deny. CareSource is continuing to research the issue and develop a solution for another mass claims adjustment. CareSource does not yet have a timetable to resolution. We will keep you posted as we continue to work with them to resolve this issue. CareSource continues to stress the importance of preventative care, and has released a [network notification](#) regarding some of their newer policies around well checks.

Sports Physicals vs. Well Checks

The start of the school year is synonymous with sports physicals. This is an excellent opportunity to educate parents that a sports physical does not constitute a well check; however, a well check can meet the needs of both. According to Molina, sports physicals become well checks by adding anticipatory guidance (ex: safety, nutrition, health and social/behavior) to the sports physical's medical history and physical exam. Molina reimburses for one well check per calendar year for ages 3 and older. You do not need to wait 12 months between the visits. As a reminder, infants 0-15 months require at least six well checks.

Best Practices in Reducing No-Show Appointments

No-show appointments are an obstacle that affects every practice. While it is unlikely that no-shows will be completely eliminated, it is important to find ways to reduce the number your practice experiences. We have created a list of best practices to help reduce the occurrence of no-shows in your practice. [Download the document.](#)

Epinephrine Auto-Injector Comparison Tool Now Available

Epinephrine in an auto-injector delivery device is essential to have on hand for our patients with anaphylactic reactions. A variety of options are available in the market, each with its own nuances. [View the quick one-page comparison tool for your reference.](#)

Molina Behavioral Health Resources

Molina provides training and resources designed specifically for behavioral health providers and services. The [July Provider Bulletin](#) contains numerous resources and information regarding billing, member eligibility and requirements for providers. Molina is offering training for their provider portal and for claims submission in September and October. See page 3 of the [September 2018 Provider Bulletin](#) for details.

Important Dates

- September 27** – Nationwide Children's Hospital – "Screening, Assessment and Referral for Substance Abuse in the Primary Care Setting;" Stecker Auditorium. Dinner at 5:30 p.m.; Program at 6 p.m.
- October 2** – PFK Quarterly Webinar
- October 11** – [Nationwide Children's Behavioral Health Webinar Series for Primary Care](#) – Session #4: "Behavioral concerns; helping parents manage significant disruptive behaviors," Noon to 1 pm.
- October 18** – PFK Provider Relations e-newsletter distribution
- October 19** – PFK Provider Satisfaction Survey distributed
- October 29** – PFK Provider Satisfaction Survey closes
- October 30** – Practice Fitness Primary Care Series: "Flourishing at Work: Mindful Lessons for Clinicians and Leaders," 6 pm.



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Welcome New Members

We are pleased to welcome the following providers and practices who joined the Partners For Kids provider network in September:

Laura M. Bartsch, LISW - Buckeye Ranch
Rachel L. Bowen, LISW - Buckeye Ranch
Diane M. Datz, LISW - Buckeye Ranch
Cara E. Fisher, LISW - Buckeye Ranch
Amy L. Gordon, LPCC - Buckeye Ranch
Jasmine D. Janis, LISW - Buckeye Ranch
Katherine A. McCombs, LISW - Buckeye Ranch
Kim M. Sacksteder, LISW - Buckeye Ranch
Jesse A. Schroeder, LISW - Buckeye Ranch
Lessie L. Shorter, LISW - Buckeye Ranch
Jessica L. Sidelinger, LISW - Buckeye Ranch
Margrit Springer, LISW - Buckeye Ranch
Joshua M. Stewart, LISW - Buckeye Ranch
Traci A. DeVoe, MD - Central Ohio Primary Care Physicians, Inc.
Sergio A. Carrillo Melendez, MD - Children's Surgical Associates Corporation
Alessandra C. Gasior, DO - Children's Surgical Associates Corporation
Ibrahim Khansa, MD - Children's Surgical Associates Corporation
Kristen M. Deye, LPCC - Mid-Ohio Psychological Services, Inc.
Bradley A. Hedges, PhD - Mid-Ohio Psychological Services, Inc.
Kelsey J.M. Johnson, LPCC - Mid-Ohio Psychological Services, Inc.
Carol Kelly, LISW - Mid-Ohio Psychological Services, Inc.
Ann M. Knecht, LPCC - Mid-Ohio Psychological Services, Inc.
Robert S. Lebo, LPCC - Mid-Ohio Psychological Services, Inc.
David P. Mann, LPCC - Mid-Ohio Psychological Services, Inc.
Alicia L. McDonald, LPCC - Mid-Ohio Psychological Services, Inc.
Amanda S. Niedermeyer, LPCC - Mid-Ohio Psychological Services, Inc.
Christine A. Rager, LISW - Mid-Ohio Psychological Services, Inc.
Cindy L. Reef, LPCC - Mid-Ohio Psychological Services, Inc.
Robin A. Rippeth, PhD - Mid-Ohio Psychological Services, Inc.
Claire A. Robitaille, PhD - Mid-Ohio Psychological Services, Inc.
Starr N. Smith, PsyD - Mid-Ohio Psychological Services, Inc.
Stephanie E. Waterman, LPCC - Mid-Ohio Psychological Services, Inc.
Tatia T. Williams, PsyD - Mid-Ohio Psychological Services, Inc.
Miranda D. Zircher, LPCC - Mid-Ohio Psychological Services, Inc.
Lance M. Bodily, MD - Ophthalmic Surgeons and Consultants of Ohio, Inc.
Victoria N. Vinsant, MD - Pediatric Associates, Inc.
Gary M. Bixler, MD - Pediatrix Medical Group

Did you know?

Our Behavioral Health Prescribing Guidelines include recommendations for ADHD, disruptive behavior disorders, anxiety disorders and depression, and autism spectrum disorder as well as a comprehensive medication list for Medicaid plans of preferred and non-preferred agents. [Download the guidelines.](#)

For questions about the prescribing resources or how a pharmacist can assist your practice with prescribing, contact PFKPharmacy@NationwideChildrens.org.



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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

Phone: (614) 355-5503

Visit us at PartnersForKids.org