



October 2018

Annual Provider Survey

Your feedback is important to us. It impacts the services we offer to your practice and other PFK network providers. We hope you will share your feedback through the Partners For Kids Provider Satisfaction Survey that will be emailed tomorrow. The survey is open to providers and practice managers who have been part of the PFK network for at least 60 days. It takes less than 10 minutes to complete. Please complete it by end of day Monday, October 29. Respondents who include their contact information will be entered into a drawing for lunch for their office. Three winners will be selected. Multiple entries from your office improve your chances of winning.

Prescribing Resources Update

Two prescribing resources have been updated. With regular formulary changes occurring, the [Preferred Drug List for Ohio Medicaid Plans](#) has up-to-date coverage information for fee-for-service Ohio Medicaid and the five Managed Medicaid Plans for select drug classes. A brief table highlighting changes is found in [Pharmacy Coverage Updates – October 2018](#). For questions about the prescribing resources or how a pharmacist can assist your practice with prescribing, contact PFKPharmacy@NationwideChildrens.org.

Welcome, Tara!

Please join us in welcoming Tara Foster as Partners For Kids' new credentialing coordinator. Tara comes to us with more than six years of provider credentialing experience with a national, commercial payor. Tara is responsible for submitting monthly provider rosters and required reporting to payors that delegate credentialing to PFK, as well as facilitating annual delegation audits with payors. Tara can assist PFK practices with questions regarding credentialing status and can provide assistance in resolving claims issues that are related to a provider's credentialing status. You can reach Tara at (614) 355-5517 or at Tara.Foster@NationwideChildrens.org.

Vaccines for Children (VFC) Program Recommendations

- Ohio specific VFC program materials can be found [here](#).
- VFC providers in Ohio are required to follow [Centers for Disease Control and Prevention \(CDC\) vaccine storage guidelines](#).
- CDC posts vaccine storage and handling guidelines [on their website](#).
- The CDC recommends stand-alone vaccine freezers that are used only for vaccine storage. [Learn more](#).
- Providers new to the VFC program in Franklin County should contact the Ohio Department of Health (ODH) VFC Program Consultant Cheryl Vitale at (614) 466-4643 to inquire about enrollment.

Attaining Top HEDIS performance – Closing the Gaps in Care for Healthy Children

PFK's Office of the Medical Director continually creates and provides tools for our partners in the community practices. Quarterly, our staff will distribute Gap to Closure data for HEDIS well-child measures (ages 3-6 and 12-19). These tools will assist providers in placing their specific practice's performance against national averages. These tools and best practices are there to help providers better utilize resources at the point of care to improve the quality of patient visits.

Vaccine Administration Code Denials - CareSource

CareSource is currently denying claims in error for the administration of vaccines (CPT 90460). CareSource is aware of the issue. There is not currently a timeline for resolution. If you are experiencing denials, please email [Bob Pastva](#) or [Michelle Bronner](#) with the total number of denials you are experiencing, the total amount of charges you have been denied and one example of the denial.

Additional Resources – Molina Provider Bulletin for Behavioral Health

Molina publishes new resources for behavioral health providers, including common billing errors, upcoming WebEx/training sessions, and other information as it relates to billing in its monthly Provider Bulletin. Please see the attached file for additional details. Past bulletins can be found online [here](#).



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Updates from Care Navigation

Providers often ask how they would know if a patient has been assigned a care coordinator. Providers receive a care plan for their patient from the care coordinator upon the patient's enrollment and at least quarterly thereafter. The care plan includes the care coordinator's contact information. Providers may call their patient's care coordinator or (614) 355-5528 or email PFKCareCoordination@NationwideChildrens.org to obtain care coordination information at any time.

Welcome New Members

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

Amy L. Maggard, DO - Adena Medical Group, LLC
Andrew R. Minard, LISW - Buckeye Ranch
Carla E. Clark, LISW - Buckeye Ranch
Daniel E. Melvin, III, PMHNP - Buckeye Ranch
Elizabeth A. Wilmer, LISW - Buckeye Ranch
Holly M. Gallaher, LISW - Buckeye Ranch
Holly M. Jones, LPCC - Buckeye Ranch
James C. Hodgins, LISW - Buckeye Ranch
Jason K. Stofel, LISW - Buckeye Ranch
Jeandra M. Barner, PhD - Buckeye Ranch
Jeffrey C. Halberg, LISW - Buckeye Ranch
Joan M. Snider, LPCC - Buckeye Ranch
John P. Hiller, LISW - Buckeye Ranch
Justina J. Nesler, LISW - Buckeye Ranch
Lauren K. Bartholet, LISW - Buckeye Ranch
Margaret M. Heit, LISW - Buckeye Ranch
Mary B. Holt, LISW - Buckeye Ranch
Nicole S. Saunders, LPCC - Buckeye Ranch
Pamela J. Scott, LISW - Buckeye Ranch
Rachel M. Fox, LPCC - Buckeye Ranch
Rebecca F. Guhl, LPCC - Buckeye Ranch
Renee T. Haines, LISW - Buckeye Ranch
Robin M. Rutan, LPCC - Buckeye Ranch
Russell J. Simon, LPCC - Buckeye Ranch
Sandra J. Vo, LPCC - Buckeye Ranch
Shanell R. Manson, LISW - Buckeye Ranch
Sharyn R. Koch, LPCC - Buckeye Ranch
Ryan M. Barson, MD - Mid-Ohio Pediatrics & Adolescents, Inc.
Amanda L Plant, LISW - The Village Network
Angela M Speigle, LISW - The Village Network
Jennifer L. Lovra, LISW - The Village Network
Randa M. Harrah, LISW - The Village Network
Shannon K. McGinty, LPCC - The Village Network
William M. Harris, LPCC - The Village Network
Coleen E. Hart, MD - Trinity Health System
Kevin J. Harris, FNP, DNP - Trinity Health System

Important Dates

October 19 – PFK Provider Satisfaction Survey distributed
October 29 – PFK Provider Satisfaction Survey closes at 11:59 pm.
October 30 – Central Ohio Pediatric Society (COPS) Dinner/[Primary Care Series “Flourishing at Work: Mindful Lessons for Clinicians and Leaders”](#)



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Did you know?

Partners For Kids has added behavioral health providers to our network. Since the beginning of 2018, 15 behavioral health groups have signed PFK provider agreements. As of September 30, 197 behavioral health providers have successfully completed the PFK credentialing process, contributing to an 88 percent increase in initial credentialing applications in comparison to the same time in 2017. To recommend a behavioral health practice for the PFK network, please contact [Michelle Bronner](#) or [Bob Pastva](#) from PFK's Provider Relations team.

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