



November 2018

2018 Partners For Kids Provider Satisfaction Survey

Thank you to everyone who participated in the Provider Satisfaction Survey. We received 97 responses representing 48 practices. Overall, 80.6 percent of respondents reported that they were satisfied or highly satisfied with our services – an improvement of 4.7 percent over our 2017 scores. Feedback was given to our PFK team members and each department is developing an action plan so we enhance our services based on your feedback. We'll share those detailed action plans in the December newsletter. Three practices were randomly selected for lunch on us. Congratulations to the staff at Step By Step Pediatrics, Ashland Children's Clinic and AHN Fredericktown!

Behavioral Health Webinar Series for Primary Care

Please join us for the last 2018 Behavioral Health Webinar Series for Primary Care. The webinar will be on Thursday, December 13. [Learn more.](#)

Interpreter Services

Better communication and understanding are correlated to patient satisfaction. All Medicaid Managed Care Plans are able to assist by offering interpreter services or American Sign Language (ASL) and TTY for hearing impaired 800-750-0750 or 711. Please refer to the chart below for additional information:

Plan & Member Services #	Translation Format	Phone vs In-person	Option for video calls	Advanced notice	Same day service
BCHP 866-246-4358 M-F (7 a.m.-7 p.m.)	Interpreter service and translation also available in Braille, CD or large print. Over 140 different languages via the language line.	Both	Not available	48 hours or 2 business days	Yes - Via phone & NurseWise for medical advice
CareSource 800-488-0134 M-F (7 a.m.-7 p.m.)	Some printed materials are available in multiple language and formats, such as large print or audio and electronic formats. Materials are available in 18 different languages.	Both	Yes - VocaLink staff would facilitate	ASL 5 business days all others 3 business days	Yes - Via phone
Molina 800-642-4168 M-F (7 a.m.-7 p.m.)	Oral interpretation or written translation are available for various cultures. Materials are available in large print, Braille, audio or digital format for visually impaired.	Phone	Not available	48 hours	Yes & Nurse Advice Line for medical advice 888-275-8750
Paramount 800-462-3589 M-F (7 a.m.-7 p.m.)	Sign language can take place on-site or via electronic video link. Translation can be converted via written information from one language to another.	Both	Yes - VocaLink staff would facilitate	2 business days for on-site only	Yes - via phone
UHCCP 800-641-1902 M-F (7 a.m.-7 p.m.)	Interpretive services are available via written, audio and large print format. Materials are available in over 65 different languages.	Both	Yes - Call ahead to request	72 hours	Yes - via phone



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CareSource Well Check Denial Update

CareSource has issued an update regarding the well check with denial code OA-119 (maximum benefit limit denials). During this coming week, the CareSource configuration team will make system updates. Next steps after this update include system testing, creating reports to capture affected claims, and testing the reprocessing of claims. Once these steps have been cleared, actual reprocessing of the claims will occur. CareSource has not provided an estimated date for completion at this time. Partners For Kids will continue to provide updates as we receive them.

Credentialing Data Review

Starting in January, Partners For Kids will contact practices to verify information in our credentialing database. Tara Foster, our credentialing coordinator, will be verifying practice locations, providers assigned to each location, phone numbers, fax numbers, email addresses, health plans and alternative group names. If you would like to discuss any changes with Tara prior to January, call her at (614) 355-5517 or email Tara.Foster@NationwideChildrens.com.

Care Coordination Contact Preferences

Communication between providers and the care coordination staff is essential for best outcomes. Often, the care coordination staff need to contact providers to ask for their input on a patient or update them on patient changes. At times, we need assistance with a priority order or prior authorization. Please let us know how we should communicate best with you. Who is the best contact person at your practice for care coordination collaboration needs? Is email, fax or phone best for you? Sharing this information with the care coordination staff will streamline our communication and ensure your patients get the full benefit of care coordination services. Please email your preferences to PFKCareCoordination@NationwideChildrens.org. Our goal is provide you with an up to date care plans every 90 days.

Important Dates:

- November 21** – PFK office will close at 2:30 p.m.
- November 22** – PFK office closed in observance of Thanksgiving
- Week of November 26** – Physician Incentive Program check distribution
- December 14** – PFK office will close at 2:30 p.m.
- December 24** – PFK office will close at 2:30 p.m.
- December 25** – PFK office closed in observance of Christmas
- December 29** – Physician Incentive Plan 2018 Network Requirement deadline
- December 29** – PFK office will close at 2:30 p.m.

Did you know?

There are currently **32 practices** participating in quality improvement projects with PFK's Practice Facilitation team. The Practice Facilitation team is available to educate practices in QI methodology using projects including Asthma, Depression Management, Emergency Department Use, Fluoride Varnish, Health Supervision Visits, and Reproductive Health. Participation in these projects will qualify for MOC!

If your practice is interested in learning more about quality improvement, please email PFKPracFac@nationwidechildrens.org.

Welcome New Members

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

- Michele A. Mirch, DO - Adena Medical Group, LLC
- Adrian Leibas, CPNP-PC - American Health Network
- Brittany A. Flora, LISW - Buckeye Ranch
- Amy L. Gamber, LPCC - Buckeye Ranch
- Jessica M. Gillenwater, LISW - Buckeye Ranch
- Stacy L. Girdler, LISW - Buckeye Ranch



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Kristina Knight, LISW - Buckeye Ranch
Elizabeth A. Sandman, LISW - Buckeye Ranch
Phillip Wang, CNP - Buckeye Ranch
Tricia W. Lucin, MD - Hilliard Pediatrics, Inc.
Erin A. Donofrio, LISW - Life and Purpose Behavioral Health
April L. Hehr, LPCC, LICDC - Life and Purpose Behavioral Health
Martha L. McCoy, FNP - Life and Purpose Behavioral Health
Janice M. McFarland, LPCC - Life and Purpose Behavioral Health
Rufus L. Thomas, LISW - Life and Purpose Behavioral Health
Mollie G. Lackey, LISW - Necco, LLC
Flash Phipps, LPCC - Necco, LLC
Rachel A. Mariani, MD - Pediatric Pathology Associates of Columbus, Inc.
Christine M. Baumgardner, LISW - The Village Network
Mandy R. Boetz, LISW - The Village Network
Vanessa L. Bouchet, LPCC - The Village Network
Melissa S. Burr-Bartolo, LISW - The Village Network
Christopher R. Doud, LPCC - The Village Network
Eve A. Gellner, LISW - The Village Network
Janet L. Gobrogge, CNP - The Village Network
Angela S. Golladay, LISW - The Village Network
Jennifer M. Gottfried, LPCC - The Village Network
Elisabeth J. Gruber Dillard, LISW - The Village Network
Kimberly Y. Hartman, LISW - The Village Network
Elizabeth Hartz, LISW - The Village Network
Tamatha J. Huntsman, LISW - The Village Network
Ryan M. Jones, LISW - The Village Network
Robia L. Kaylor, LISW - The Village Network
Jennifer M. Killby, LPCC - The Village Network
Amanda L. Longworth, LISW - The Village Network
Traci L. McCarty, LISW - The Village Network
Christine E. Mehen, LPCC - The Village Network
Britanny M Nidy, LISW - The Village Network
Anna Perriello-Mayer, LPCC - The Village Network
Jennifer A. Porter, LPCC - The Village Network
Laura M Reynolds, LISW - The Village Network
Stacia A Richardson, LPCC - The Village Network
Mary E Rufer, LISW - The Village Network
Jill M Saner, LISW - The Village Network
Cara E Seibel, LISW - The Village Network
Marlene E. Sheaffer, LPCC - The Village Network
Michael A Sommers, LPCC - The Village Network
Jessica R. Tapola, LISW - The Village Network
Kayla A Thompson, LPCC - The Village Network
Roberta M. White, LPCC - The Village Network
Laura M. Wiedlebacher, LPCC - The Village Network

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