



June 2019

Partners For Kids Achieves NCQA Re-accreditation for Credentialing and Re-Credentialing

Partners For Kids has been re-accredited in Credentialing and Re-Credentialing by the National Commission on Quality Assurance (NCQA). Successful reaccreditation is validation that the credentialing and re-credentialing policies, procedures and work product of the Partners For Kids credentialing team meet the standards established by NCQA. These standards are designed to ensure that an organization's credentialing and recredentialing processes provide a framework by which it can accurately and efficiently validate the qualifications of network providers with the goal of ensuring safety for the patients we serve.

Office Manager Retreat Review

Thank you to everyone who attended the Partners For Kids Office Manager & Staff Retreat on June 7! Forty-four office managers and staff from 29 organizations met to discuss managing change in the primary care office. The half-day included a keynote presentation on how to adapt to change and minimize common consequences, an activity highlighting communication barriers that can occur in a team, and best practices for online engagement using social media. The event ended with a panel discussion and Q&A with staff from four practices sharing how their offices managed change. Topics included staff turnover, name and location changes and social media use. There were also behavioral health organizations available for sharing information and networking.

Prior Authorization for Select Behavioral Health Codes

Multiple practices have experienced denials for the following CPT codes: 96127 and 96110. Errors have been reported for both Molina and United Healthcare Behavioral Health claims. We have submitted Explanation of Payment (EOP) examples from practices that have been in contact. If your practice is experiencing similar denials, please contact your provider relations specialist at PFKProRelations@NationwideChildrens.org.

PFK Behavioral Health Initiatives for Primary Care Practices

Join Partners For Kids Associate Medical Director, Ujjwal Ramtekkar, MD, MPE, MBA, on Thursday, July 11, at noon for the quarterly webinar titled "PFK Behavioral Health Initiatives for Primary Care Practices." Learn about the different models of providing behavioral health care in the Patient-Centered Medical Home, review the current behavioral health initiatives for primary care providers and discuss future plans for behavioral health integration. This webinar is approved for 1 hour of category 1 continuing education for providers and staff. Participation fulfills the Provider Incentive Program network requirement. For more information, please email PFKProRelations@NationwideChildrens.org.

Have you Seen a Care Coordination Care Plan?

Care Coordination teams are interdisciplinary teams in which nurses, social workers and quality outreach coordinators develop patient-specific Care Plans to document the patient/family-identified goals and track their progress toward achieving those goals. These Care Plans are faxed to the patient's primary care provider quarterly.

We encourage your input! You can contact Care Team members by locating the "Care Team" section of the Care Plan. The Care Team Table not only lists the Care Coordination Team, but information on ALL providers your patient sees on a regular basis. Families have benefitted from having one list for all their clinical contacts; it is our hope that you find this information beneficial too!

If you think a child in your practice would benefit from care coordination services, email PFKCareCoordination@NationwideChildrens.org or call (855) 562-4735.



June 2019

Paramount Changes Process for Pre-Authorization of Selected Drugs

As of June 21, Paramount will use Magellan Rx Management to manage the prior-authorization of selected medications when administered in physician offices, patient homes, outpatient facilities and federally qualified health centers. Authorizations may be requested via web or phone. [Get more information including training materials and FAQ's.](#)

Partners For Kids Provider Relations Email Spoof

On May 22, several practices received emails that appeared to originate from Partners For Kids. In reality, the messages came from a sender that had spoofed our Provider Relations email. The messages included an attached Word document, [that when opened](#), attempted to load a virus onto computers. Our IS Security team has investigated the issue and found that none of our systems that house sensitive information, such as patient information or provider credentialing information, were accessed.

To assist your staff in ensuring that emails are from Partners For Kids, please verify the sender name. For example, when practices hovered over the “PFKProviderRel” name in the “From” section of the spoofed emails, the true originating address appeared, which did not include any references to PFK or [.nationwidechildrens.org](http://nationwidechildrens.org). Emails originating from Partners For Kids will include a signature line that includes our logo and the name and contact information for the sender. As an additional step, we have changed the address for the Partners For Kids Provider Relations to PFKProRelations@NationwideChildrens.org. The name will appear as “Provider Relations @ PFK” in the “From” section of the message.

The security of your practices is important to us.

Welcome New Members

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

Leah A. Flach, CPNP-PC - Adena Medical Group, LLC
Deborah J. Samples, FNP - American Health Network
Laura J. Segraves, FNP - American Health Network
Angela M. Moore, LISW - Boundless Behavioral Health, Inc.
Carol L. Skinner, Ph.D - Boundless Behavioral Health, Inc.
Pamela S. Studer, FNP - Boundless Behavioral Health, Inc.
Stephanie A. Tronolone, PMHNP-BC - Boundless Behavioral Health, Inc.
Douglas A. Pfeifer, LPCC - Life and Purpose Behavioral Health
Carla L. Rosler, PHMCNS - Life and Purpose Behavioral Health
Amber R. Carson, LISW - National Youth Advocate Program
Meredith D. Crislip, LPCC - Providers for Healthy Living
Frances L. Deutschle, LISW - Providers for Healthy Living
Lindsay Menigat, LPCC - Providers for Healthy Living
Melba Rivas, LMFT - Providers for Healthy Living
Kimberlee Schlatter, LPCC - Providers for Healthy Living
Mallory E. Smith, LPCC - Providers for Healthy Living
Lauren White, LPCC - Providers for Healthy Living
Johanna S. Wilson, MD - Providers for Healthy Living
Vivian Winters, LISW - Providers for Healthy Living



June 2019

Important Dates

- July 4 – Office closed in observance of Independence Day
- July 11 – Partners For Kids Quarterly Webinar, “Behavioral Integration in Primary Care,” noon to 1 pm.
- July 18 – Partners For Kids Provider Relations newsletter distribution

Did you know?

The Columbus Recreation and Parks Department is offering a FREE summer meal program. Breakfast and lunch [are](#) available throughout Columbus from June through August. Children ages 1-18 are eligible, as well as youth with disabilities up to ages 19-21. Families in need can text FOOD to 877877 or COMIDA to 877877 (Spanish). You will be prompted to enter a city, state or zip code. A list will be text back to you with the closest meal sites to your location. [Learn more.](#)

Contact Partners For Kids Provider Relations

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

Email: PFKProRelations@NationwideChildrens.org

Phone: (614) 355-5503

Visit us at PartnersForKids.org