



September 2019

UnitedHealthcare Community Plan Prior Authorization Requirements for Therapy Services

UnitedHealthcare's new policy regarding referrals for speech, occupational and physical therapy evaluations and re-evaluations went into effect September 1. The member's primary care provider or referring specialist, rather than the treating therapist, must now initiate the prior authorization request. Therapists will initiate the prior authorization requests for treatment visits. Details of the new policy are in their [July Network Bulletin](#). Since this publication was issued, the effective date was moved from August 1 to September 1, 2019.

Please note that Nationwide Children's Hospital has initiated discussions with UnitedHealthcare regarding the implications of this policy on pediatric patients. While these discussions are underway, Nationwide Children's Clinical Therapies Department will continue to accept referrals even if the pre-authorization request was denied.

CareSource Changes to Preventive Services and Sick Visits on Same Day of Service

Effective September 1, CareSource has amended the reimbursement policy for billing well and sick visits together with a -25 modifier. When these visits are billed together, CareSource will now reimburse providers for the full amount of both the well and the sick visit. [Read the full policy](#).

Buckeye Health Plan Medicaid Prescription Changes

Buckeye Community Health Plan has transitioned Medicaid prescriptions from Evolve to RxAdvance, a subsidiary of CVS Caremark. Due to this change, prior authorizations are now processed via a new fax number: **877-386-4695**. Please note that there is no change to the pharmacy benefits for Buckeye Medicaid members.

United Healthcare Impact Spreadsheet

The initial process for reporting denied claims through United Healthcare Community Plan has changed. Submit all claims for reconsideration via the "[Link Self-Service Tool](#)," which will generate a TPCR tracking number. Please populate the TPCR# under the heading ORS/Tracking number, listed on the Impact Spreadsheet. If a problem persists, [complete the UHCCP Impact Spreadsheet](#) and forward to your Provider Relations Specialist Michelle Bronner Michelle.Bronner@NationwideChildrens.org or Bob Pastva Robert.Pastva@NationwideChildrens.org for assistance with escalation.

Pivotal Conversations in Primary Care: Responding to Common Behavioral Health Scenarios

Please join us Wednesday, October 30, for the next seminar for behavioral health in Primary Care at Nationwide Children's Hospital Stecker Auditorium. Providers are often in the position of responding to caregivers who experience a myriad of psychosocial factors that interfere with their ability to respond to a child's behavioral health challenges. This seminar will provide case-based examples, fresh with interactive video vignettes of how providers can respond to families in a compassionate manner by integrating motivational strategies in to crucial conversations geared to help families take action.

The presentation takes place from 6 to 8 p.m.; hors d'oeuvres and networking begin at 5:30 p.m. The event will be live-streamed at Genesis in Zanesville, Holzer Regional Medical Center in Gallipolis, Adena Regional Medical Center in Chillicothe and St. Rita's Hospital in Lima. [Learn more or register](#).

Partners For Kids Care Coordination: How We Can Help Your Patients

Join Partners For Kids on Tuesday, October 29, at noon for the quarterly webinar, "Partners For Kids Care Coordination: How We Can Help Your Patients." Learn about the services that the Partners For Kids Care Coordination team can provide to your patients and families. This webinar is approved for 1 hour of category 1 continuing education for providers and staff. Participation fulfills the Partners For Kids Provider Incentive Program network requirement. An invitation is forthcoming. For more information, email PFKProviderRel@NationwideChildrens.org.



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What Providers Can Expect from a Face-To-Face Care Coordination Visit

Our goal is to provide support and follow-up to ensure the family understands and can follow, their providers' treatment recommendations. To facilitate this, care coordinators often attend provider visits with the patient and their family. A Care Navigation team member will reach out to you, or a member of your office team, to inform you that they plan to meet the family at the appointment. They will discuss your preference for them to either attend the appointment, or touch base with the family and your team before or after the appointment. After the appointment, if you have any questions or concerns, please feel free to reach out to your patient's care coordination team.

Ohio Department of Medicaid Pharmacy Policy Change

Effective September 1, drugs manufactured or distributed by labelers who have not signed a drug rebate agreement with the federal Department of Health and Human Services are excluded from coverage through the Ohio Medicaid Managed Care Organizations' benefit and will not be covered through the Ohio Medicaid fee-for-service program.

Ohio Department of Medicaid Expands Lead Abatement Program

Gov. DeWine recently announced that the Ohio Department of Medicaid has received CMS approval to expand its Lead Abatement Program. The program is aimed at removing lead hazards in residences where children eligible for Medicaid and/or pregnant women live. The expanded program removes administrative and financial constraints that some believe limited Medicaid recipients from accessing this benefit previously. The 2020-2021 state budget allocates \$5 million per year for lead abatement.

Welcome New Members

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

- Courtney M Dobson, LISW - Buckeye Ranch
- Angela M Weber, LPCC - Buckeye Ranch
- Daniel Charles Hellinger, CNP - Simona Moore, CNP, LLC

Important Dates

- October 17** – Partners For Kids Provider Relations newsletter distribution
- October 18-28** – Distribution of 2019 PFK Provider Satisfaction Survey
- October 29** – Quarterly Webinar, “Partners For Kids Care Coordination; How We Can Help Your Patients”, noon to 1 p.m.
- October 30** – “Pivotal Conversations in Primary Care: Responding to Common Behavioral Health Scenarios”, Nationwide Children's Hospital, Stecker Auditorium, Networking 5:30 p.m.; Program 6 to 8 p.m.
- November 9** – [“Best Practices in Teen Healthcare: Creating an Environment to Provide Patient-Friendly Reproductive Health Services”, Ohio University Inn, Athens, OH.](#)

Did you know?

Remember to periodically check the [Resources](#) page of the [PFK website!](#) In addition to having an archive of recent newsletters, we frequently add new or updated content.

New content includes an [overview of Partners For Kids' Care Coordination services and how to refer patients](#). We have also developed a [Credentialing Primer](#) to help explain the credentialing process. The document covers who can be credentialed, how the process works, and how the information is shared with the health plans.

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