



**November 2019**

### **2019 Partners For Kids Provider Satisfaction Survey**

Thank you to everyone who participated in the Provider Satisfaction Survey. We received 154 responses representing 57 primary care, specialty and behavioral health practices. Overall, 80% of respondents reported that they were satisfied or highly satisfied with our services. Your comments were given to our team members and each department is developing an action plan so that we may enhance our services based on your feedback. We'll share those action plans in a future newsletter. Congratulations to the staff at Mid-Ohio Psychological Services, National Youth Advocate Program and Upper Arlington Pediatrics who were selected for lunch on us!

### **Partners For Kids Quality Improvement Coaching Program is Growing**

The Quality Improvement (QI) Coaching Program at Partners For Kids is growing! On October 14, Cydney Hoffman joined the team as a QI Service Line Coordinator. She recently was a research administrator with The Ohio Department of Public Safety – Highway Patrol and researcher 3 with The Ohio Department of Developmental Disabilities – Early Intervention Program. Cydney has a master of public health and a bachelor of science from The Ohio State University. Cydney joins Heather Maciejewski, Ronna Porterfield, Megan Rose and Olivia Valenti in over 30 community practices offering quality improvement training and resources. For more information on the QI Coaching Program, please contact us at [PFKQICoaching@NationwideChildrens.org](mailto:PFKQICoaching@NationwideChildrens.org).

### **New Prescribing Guidelines for Prescription Contraceptives**

A brand new set of prescribing guidelines specific for prescription contraceptives has been developed. The guidelines, created in collaboration with experts at Nationwide Children's Hospital, take into consideration clinical guidelines, evidence and cost to help primary care providers select prescription contraceptives for adolescent women. The prescribing guidelines provide information for long-acting reversible contraceptives (LARCs) and other contraceptive methods. [Download them.](#)

### **Updated Epinephrine Product Comparison Document**

The [epinephrine product comparison document](#) has been updated to reflect the newest addition to the epinephrine auto-injector market. Symjepi® is a pre-filled syringe option with two strengths. [Review this document](#) to see details of this new product and compare to other available options.

### **Cell Phone Assistance - SafeLink Wireless**

Technology presents an additional opportunity for patients to remain connected with their medical providers via cell phone. Buckeye Community Health Plan is capitalizing on this option by partnering with SafeLink Wireless to offer members a free cell phone for those who qualify. Receive up to 250 minutes per month! Members receive the same benefits of a SafeLink phone, plus unlimited inbound text messages and calls to Buckeye member services, at no additional cost.

To enroll:

- Existing SafeLink customers - Call 877-631-2550 to begin receiving the benefits.
- Visit <http://www.safelink.com> to apply.
- Call Safelink at 877-631-2550 to apply over the phone.

### **Molina Behavioral Health Denials**

All providers are subject to LCD, NCD and procedure to procedure edits; however, Molina is not implementing these edits for behavioral health providers at this time. A letter has been sent to behavioral health practices in error. Molina Healthcare has advised behavioral health practices to disregard. There is no need to submit appeals.



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### Payor Transportation Policies

Do you have patients who miss appointments due to transportation issues? Each Medicaid Managed Care Plan provides **free** transportation for patients (and guardians) to physician appointments. Patients must contact their managed care plan at least **two business days** in advance to schedule their service. Click on each plan link below to learn more.

Health Plan	Round Trips	One-Way Trips	Per	Contact Numbers	Minimum Distance
<a href="#">CareSource</a>	15	30	Calendar Year	800-488-0134	30 Miles
<a href="#">Molina</a>	15	30	Calendar Year	866-342-9279 800-750-0750	30 Miles*
<a href="#">UHCCP</a>	15	30	Calendar Year	800-895-2017	30 Miles*
<a href="#">Buckeye</a>	15	30	12 Month Period	866-246-4358	30 Miles
<a href="#">Paramount</a>	15	30	Calendar Year	866-837-9817	30 Miles*

*\* Options are available for patients who live within 30 miles of their doctor's office and may include vouchers or bus tickets.*

Members may still receive assistance with transportation for certain services through their local county Department of Job and Family Services Non-Emergency Transportation (NET) Program. Call your county Department of Job and Family Services for questions or assistance with NET services.

Additional details may be found at the links above or on the [PFK Resources Page](http://partnersforkids.org/wp-content/uploads/2019/10/managed-care-plan-transportation-policies.pdf) here: <http://partnersforkids.org/wp-content/uploads/2019/10/managed-care-plan-transportation-policies.pdf>.

### Payor Rewards Programs

Did you know that some of the managed care plans offer benefits payable to patients for attending appointments? Patients may receive debit cards for completion of annual well checks, pregnancy care, or infant care. Not all plans offer patient incentives and programs vary by plan. [Learn more.](#)

### Ensuring Partners For Kids Emails Are Not Spam

Are you or members of your office staff not receiving every newsletter or quarterly webinar invite from Partners For Kids? Be sure to check your spam filters to see if our messages are being erroneously sent to spam. Partners For Kids will always use email addresses with the Nationwide Children's domain name, ending in @NationwideChildrens.org. Mark the Partners For Kids Provider Relations email address ([PFKProRelations@NationwideChildrens.org](mailto:PFKProRelations@NationwideChildrens.org)) as a safe email to make sure you are receiving messages from the correct source.

If you need further help, please contact your provider relations specialist or your IT department.



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## **Welcome New Members**

We are pleased to welcome the following providers and practices who joined the PFK provider network in November, 2019:

Nathan J. Henninger, PhD - Boundless, Behavioral Health, Inc  
Michele L. Messerly, FNP - Central Ohio Primary Care Physicians, Inc.  
Amy L. Mikesell, FNP - Central Ohio Primary Care Physicians, Inc.  
Divya S. Parikh, MD - Central Ohio Primary Care Physicians, Inc.  
Sarah A. Renko, CNP - Central Ohio Primary Care Physicians, Inc.  
Christopher S. Regan, DO - Pediatrix Medical Group

## **Important Dates**

**November 27** – Partners For Kids closing at 2:30 p.m.  
**November 28** – Partners For Kids closed in observance of Thanksgiving  
**Week of December 2** – Provider Incentive Program 2019-Q2 check distribution  
**December 13** – Partners For Kids closing at 2:30 p.m.  
**December 19** – Provider Relations e-newsletter distribution  
**December 24** – Partners For Kids closing at 2:30 p.m.  
**December 25** – Partners For Kids closed in observance of Christmas  
**December 31** – Provider Incentive Plan 2019 Network Requirement deadline  
**December 31** – Partners For Kids closing at 2:30 p.m.

## **Did you know?**

Partners For Kids offers quality improvement (QI) support to behavioral health partners. Starting in January, the Quality Improvement Coaching Program will support contracted behavioral health organizations with projects that are associated with the upcoming Partners For Kids Behavioral Health Provider Incentive Program (PIP). For nearly six years, the QI Coaching Program has partnered with community and primary care providers to increase their well care compliance by close to 10% in contrast to comparable practices not receiving QI coaching support. Behavioral health organizations interested in learning more or who would like to get a jump start on planning for the behavioral health PIP should contact Heather Maciejewski at [Heather.Maciejewski@NationwideChildrens.org](mailto:Heather.Maciejewski@NationwideChildrens.org).

## **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](mailto:PFKProRelations@NationwideChildrens.org)

Phone: (614) 355-5503

Visit us at [PartnersForKids.org](http://PartnersForKids.org)