



April 2020

Partners For Kids Provides Telehealth Support to Practices

Partners For Kids recognizes that the COVID-19 pandemic has had an impact on our members’ access to primary care and outpatient behavioral health services. As a result, Partners For Kids would like to facilitate the adoption and promote the use of telehealth technology. Partners For Kids can assist practices in subscribing to the eClinicalWorks healow telehealth platform and can cover user fees for up to 10 providers per group for the months of April, May and June including practices that have implemented healow since March 9, 2020. The Partners For Kids Provider Relations Team will be contacting practices beginning next week. Interested practices may also contact us at PFKProRelations@NationwideChildrens.org.

Partners For Kids Progress Report

Partners For Kids’ first Progress Report is [now available](#). Learn how the unique working relationship between Partners For Kids, our provider network, Nationwide Children’s Hospital, Ohio’s policymakers and the state’s Medicaid managed care plans is making a difference in the lives of children and their families.

Partners For Kids Quarterly Webinar: Benadryl is Obsolete (and Other Pet Peeves from the World of Allergy)

The next Partners For Kids Quarterly Webinar will take place Thursday, April 23, from noon to 1 p.m. with Dr. David Stukus, Associate Professor of Pediatrics, Division of Allergy and Immunology, Nationwide Children’s Hospital. He will be discussing the common myths around antihistamines, food allergy testing, eczema and penicillin allergy. Dr. Stukus will also include tips for using telehealth to diagnose allergy concerns and discuss the symptomatic differences between allergies and COVID-19. The webinar is approved for 1 hour of category 1 continuing education for providers and staff. Physician participation may also fulfill their Partners For Kids Provider Incentive Plan network requirement for primary care practices. If you would like more information, please email PFKProRelations@NationwideChildrens.org.

Final Emergency Telehealth Bill Language and Codes

The State of Ohio has enacted an emergency telehealth bill that enables access to medical and behavioral health services via telehealth. [View details](#) from the State mandated emergency telehealth bill. Telehealth reimbursement for common procedure codes are captured in an extensive [listing](#). Behavioral health telehealth services rendered by Ohio-MHAS certified providers are found on the ODM [website](#).

COVID-19 Prior Authorization Requirement Changes

PLAN	PRIOR AUTHORIZATION CHANGES
Buckeye	All prior authorization requirements for telehealth services will be lifted for dates of service from March 9 through June 30, 2020.
CareSource	All existing prior authorizations will be extended for six months from the renewal or expiration date. CareSource will begin allowing payment for claims without prior authorization no later than April 20, 2020, for dates of service on or after March 27, 2020.
Molina	All prior authorizations for a medically necessary and approved procedure may reschedule up to May 31, 2020. No additional physical, occupational or speech therapy may be approved, but the same number of visits may be extended with the authorization not to expire before May 31, 2020.
United Healthcare	Suspension of prior authorization requirements when a member transfers to a new provider through May 31, 2020.
Paramount	Prior authorizations expiring between March 1, 2020, and June 30, 2020, will be extended by six months, with a few exceptions of drugs for specialized conditions.



April 2020

Social Media Toolkit – COVID Resources to Share

Need help with content for your social media? Partners For Kids has curated a list of suggested posts that can be shared with patients directly from your practice's Facebook or Twitter. A new toolkit will be added monthly. This month's [toolkit](#) includes posts that share credible information on COVID-19. Questions and feedback can be directed to PFKQICoaching@NationwideChildrens.org.

Ranitidine Withdrawal per FDA

On April 1, 2020, the FDA requested a withdrawal of all ranitidine products from the market due to the detection of NDMA, a known carcinogen, in numerous ranitidine products. It is important to underscore that this action by the FDA is out of an abundance of caution, and many ranitidine product samples did not have unacceptable levels of NDMA, and NDMA is commonly found in most human diets. It is unclear what the clinical significance of this finding is, if any, for any individual patient.

With the market withdrawal of ranitidine, current ranitidine patients will need to be transitioned to famotidine or other therapy as appropriate. Practitioners should assess each patient's need for continued acid suppression therapy, discontinue if no longer needed, and replace it with famotidine if indicated. Many patients may have over-the-counter ranitidine products in their homes that should also be discarded by following the FDA's recommended [safe disposal steps](#).

If acid suppression therapy is still warranted, convert from ranitidine to famotidine:

$$\text{Ranitidine PO dose (mg)} \div 7.5 = \text{Famotidine PO dose (mg)}$$

Ranitidine Dose (mg)	Famotidine Dose (mg)
75	10
150	20
300	40

Expanded Medication Access During States of Emergency

In early April, the Ohio Department of Medicaid (ODM) added Appendix S to the Medicaid Provider Agreement, which applies to all the Managed Care Plans (Buckeye, CareSource, Molina, Paramount, UnitedHealthcare Community Plan). Appendix S attempts to reduce barriers to care, keep individuals healthy, and reduce administrative burden. The Partners For Kids Pharmacy team continues to update and maintain resources to explain expanded medication access during this time. Highlights include:

- Early refills
- 90-day supplies of some maintenance medications (see handout for plan links)
- Prior authorization changes

As families comply with stay at home orders and quarantine, they may have questions about obtaining chronic medications from their pharmacy while decreasing their risk of exposure. Many local pharmacies are offering delivery or curbside pick-up. Click [here](#) for more information regarding expanded medication access.

Albuterol Inhaler Options During COVID-19

A surge in the use of albuterol inhalers within the hospital setting has resulted in a shortage of albuterol metered-dose inhalers (MDI) in some community pharmacies. It is important to recognize that this is a temporary shortage and to not encourage hoarding of medications by patients or families. Other considerations are that patients should only need one inhaler dispensed at the time since will not need one for school at the moment.



April 2020

If your patient reports their local pharmacy does not have albuterol MDIs in stock, the following may be options:

1. Assess if the pharmacy is able to get other generic albuterol MDIs in stock or has brand-name albuterol MDIs in stock (Ventolin®, ProAir®, Proventil®). During the pandemic, brand-name albuterol MDIs will be temporarily covered due to Ohio Department of Medicaid's state of emergency guidelines for Managed Care Plans and fee-for-service Medicaid.
2. ProAir® RespiClick is a breath-actuated dry powder albuterol inhaler with a stable supply. ProAir® RespiClick is approved for patients 4 years and older, but before prescribing, assess each patients' ability to properly coordinate the breath-actuated dose, as a spacer and mask cannot be used with this dosage form. Dose and frequency are equivalent to albuterol MDIs.

Quarterly UPDL Update

The current [Unified Preferred Drug List](#) (UPDL) for Ohio Medicaid Plans is now available for review. The Unified Preferred Drug List Update - April 2020 which highlights quarterly changes to the UPDL has also been published online; however there are no relevant changes for Quarter 2. As a reminder, effective April 1, 2020, providers and the MCPs had through the end of the first quarter of 2020 to switch patients' medications to a preferred drug to avoid a gap in therapy, if needed. If the medication was not switched before this date, prior authorization may now be needed causing a potential delay in continuity of therapy for patients. For any questions about prescribing resources, please contact PFKPharmacy@nationwidechildrens.org.

Communication Resource

Did you know there is a federally-funded program to provide communication services to low-income families? The Lifeline program offers discounted and free cell phones to eligible families. Families who may be eligible include those receiving benefits from Medicaid, Supplemental Nutrition Assistance Program (SNAP), or Supplemental Security Income (SSI). Families may also qualify based on total household income. Click [here](#) for full eligibility details and for a list of cell phone service providers.

Aetna Soliciting Managed Medicaid Participation

In recent months, you may have received a letter from Aetna including an addendum to add Medicaid managed care to an existing contract. Partners For Kids asks that you disregard these requests. As you may know, the Ohio Department of Medicaid (ODM) is continuing its work toward issuing a request for proposal to health plans to administer Ohio's managed Medicaid program. In addition to the current managed Medicaid plans, Partners For Kids is aware of several, new health plans that are preparing to submit proposals (including Aetna). These health plans are working to contract with providers now to demonstrate to ODM that they have a robust provider network. In some cases, these plans already offer commercial products and are asking their contracted providers to add a Medicaid product. Partners For Kids intends to contract with all of the managed Medicaid plans that are ultimately selected by ODM. Practices that are part of the Partners For Kids provider network do not need to contract separately with any health plan related to a managed Medicaid product. If your practice has questions about this process, please contact your Partners For Kids provider relations representative at PFKProRelations@NationwideChildrens.org or call (614) 355-5503.

Vaccines for Children SL Modifier

Practices that participate in VFC must apply the SL modifier to the vaccine in order to indicate that the vaccine was state-supplied. Failure to apply the SL modifier will result in Medicaid managed care plans issuing payment for the vaccine. This will require resubmission of corrected claims and a take-back would occur.

Paramount Accepts Claims/Appeals via Fax

Effective March 30, 2020, Paramount is accepting claims via fax at (567) 585-9591. Other correspondence such as appeals and claims adjustments should be faxed to (567) 585-9592. Appeal Request Forms and Claim Adjustment Coding Review Request Forms are available on the Provider page of paramounthealthcare.com under Tools and Resources.



April 2020

CareSource Claim Edits Out of Sync with Billing Policy

Last September, CareSource changed reimbursement policies to allow for full reimbursement of both well and sick visits done on the same date of service. In the months since, there have been a few instances of CareSource's third-party auditing service, HMS, notifying practices of takebacks related to their previous billing policy, which allowed for only 50% reimbursement on a sick visit billed with a well visit. If you receive a letter from HMS notifying you of takebacks, it is imperative to begin the appeals process immediately to avoid takebacks. When appealing, be sure to refer to the reimbursement policy that went into effect on September 1, 2019, found [here](#).

SMS / Texting Survey

Partners For Kids is requesting provider input about whether providers are using secure, short message service (SMS) or texting to communicate with patients. Please follow this link to a brief survey

<https://www.surveymonkey.com/r/PartnerForKidsSMS>

We would appreciate your response by April 24.

Welcome New Members

We are pleased to welcome the following providers and practices who joined the provider network in March 2020:

John C. Edgar, LISW - Buckeye Ranch
Andrea M.C. Johnson, LISW - Buckeye Ranch
Abigail M. McGee, LPCC - Integrated Services for Behavioral Health, Inc
Boni J. Probasco, LPCC - Integrated Services for Behavioral Health, Inc
Matthew Joseph Brittsan, LPCC - Mid-Ohio Psychological Services, Inc.
Jordan R. Moore, FNP - Simona Moore, CNP, LLC
Mary M. Lilko, DO - Superior Med, LLC
Melissa A. Nau, MD - Superior Med, LLC
Chelsea E. Arnold, LPCC - The Village Network

Important Dates

April 23 – Partners For Kids Quarterly Webinar “Benadryl is Obsolete (and other Pet Peeves from the World of Allergy),” featuring David Stukus, MD, noon to 1 p.m.

May 1 – Behavioral Health (Training Option) “Behavior Assessment: Laying the Foundation for Successful Treatment Outcomes,” 9 a.m. to 12:15 p.m., remote via Zoom

May 21 – Provider Relations e-Newsletter Distribution

May 22 – Behavioral Health (Training Option) “Behavior Management: Elements of Successful Treatment,” 9 a.m. to 12:15 p.m., remote via Zoom

May 25 – Partners For Kids closed in observance of Memorial Day

Weeks of May 25 & June 1– PIP check distribution

Did you know?

The [Partners For Kids website](#) has numerous COVID-19 resources including webinar slide decks, payor-specific information on telehealth billing, patient information sheets translated into six languages and information on resources for patients and their families in multiple counties.

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