

## Encountering Hesitancy Among Patients to Attend Medical Visits

Offering combination services at all upcoming patient appointments may help get patients to come in for visits amid COVID-19. If you can combine well care checks or immunizations with appointments for asthma, ADHD or acute ill visits, patients may see more value and appreciate not having to come in multiple times. Identifying the safety measures in place at your office is also important to encourage hesitant families to make necessary appointments. Remember, combination appointments are now reimbursed at 100% for both the well and E/M visit for patients enrolled in a Medicaid managed care plan (see below).

Medicaid Managed Care Plan	Reimbursement Rates	
	Preventive / Well Visit	Sick (E/M) Visit
<b>Buckeye</b>	<b>100%</b>	<b>100%</b>
<b>CareSource</b>	<b>100%</b>	<b>100%</b>
<b>Molina</b>	<b>100%</b>	<b>100%</b>
<b>Paramount</b>	<b>100%</b>	<b>100%</b>
<b>United Healthcare</b>	<b>100%</b>	<b>100%</b>

If you would like lists of your patients who are on an asthma, ADHD or contraceptive medication or patients who are non-compliant for well care, please email the Quality Improvement Team at [PFKProRelations@NationwideChildrens.org](mailto:PFKProRelations@NationwideChildrens.org).

## Immunization Catch-Up Job Aids References

Immunizations are essential in ensuring high-quality care is provided to your patients. Some patients may have fallen behind in the recommended immunization schedule due to stay-at-home orders. The Centers for Disease Control (CDC) have developed catch-up guidance job aids to assist in the interpretation of the child and adolescent immunization catch-up schedule. These job aids are intended to be complementary to the catch-up schedule and contain a series of "if, then" statements based upon age and when the child may have received first, second, third, etc. doses to recommend when the next dose should be administered. Job aids are found under "Vaccine Catch-Up Guidance" [here](#) for:

- [Pneumococcal](#) (4 months through 4 years)
- [Haemophilus influenzae type b](#) (4 months through 4 years)
- [DTaP](#) (4 months through 6 years)
- [Tdap](#) (7 through 9 years AND 10 through 18 years)
- [Polio](#)

## Talking To A Child About Racism

In light of recent events, many caregivers may find themselves struggling to talk about the concepts of race, ethnicity, and racism with kids. What is discussed depends on a family's make up and the community in which they live, but it is important for everyone to have the conversation. This [Helping Hand from Nationwide Children's](#) has information about how you can start the conversation about race with your children.

## PediaCast COVID-19 Podcasts

[PediaCast](#) is an evidence-based, award-winning pediatric podcast with information for both parents and providers. Join Dr. Mike for the latest news parents can use, answers to listener questions, and interviews with pediatric and parenting experts. Recent episodes tackle the COVID-19 pandemic in relation to child abuse prevention, physical fitness, mental fitness and more. [Check out PediaCast.](#)

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## Drug Shortages During the COVID-19 Pandemic

Partners For Kids pharmacists have been tracking drugs coming on and off shortage due to manufacturing delays related to COVID-19, ingredient shortages and increased prescribing and utilization for newly diagnosed conditions.

While it is important for families to be prepared, it is equally important to not encourage hoarding of these items to inadvertently cause a medication shortage or backorder. When families request prescriptions, use your clinical judgment to determine necessity before automatically sending prescription. If a prescription you sent in the past has refills remaining, families will still be able to access those refills over the coming months. Please reassure families that filling and buying what is needed will allow enough to go around in the coming months. Local community pharmacies often use different wholesalers so your patient's primary pharmacy may or may not have something in stock. You can recommend that your patients call other local pharmacies to check stock, including other chain or independent pharmacy locations.

As of this newsletter publication, sertraline tablets and liquid (generic Zoloft®) are on the FDA's drug shortage list; however, many pharmacies are still able to obtain this medication.

Helpful websites:

[FDA Drug Shortages](#)

[ASHP Drug Shortages](#)

As always, please contact the [Partners For Kids Pharmacy Team](#) with any medication-related questions.

## Have You Seen a Care Coordination Plan?

Care Coordination teams are interdisciplinary teams in which nurses, social workers and quality outreach coordinators develop patient-specific care plans to document patient/family-identified goals and track progress toward achieving those goals. These care plans are faxed to the patient's primary care provider quarterly. **We encourage your input!** Find contact information for team in the "care team" section of the care plan. The care team table not only lists the Care Coordination team but includes information on **ALL** providers your patient sees regularly. Families have benefitted from having one list for all their clinical contacts; we 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](mailto:PFKCareCoordination@NationwideChildrens.org) or call (855) 562-4735.

## SAVE THE DATE! Partners For Kids Quarterly Webinar: Behavioral Economic Strategies to Increase Vaccinations and Decrease No-Shows

The next Partners For Kids quarterly webinar takes place Wednesday, July 15, from noon to 1 p.m. Our featured speaker is Dr. Jack Stevens, an expert in behavioral economics. Dr. Stevens will discuss strategies to increase vaccinations and decrease no-shows in the primary care office. Come with your questions about how to motivate patients to engage (and stay) in care. The webinar is approved for one hour of category one continuing education for providers and staff. Physician participation may also fulfill their Partners For Kids Provider Incentive Plan network requirement. For more information, please email [PFKProRelations@NationwideChildrens.org](mailto:PFKProRelations@NationwideChildrens.org).

## Timely Filing Extension

United Healthcare has extended the timely filing deadline for claims as a result of COVID-19. Claims with dates of service on or after January 1, 2020, will not be denied for failure to meet timely filing deadlines if submitted by June 30, 2020.



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## Advertise Your Status as a Member of the Partners For Kids Network

Showcase that you are a member of Partners For Kids. You and your practice can use the tagline “Member of the Partners For Kids Provider Network” on your website and on any printed marketing materials.

Please do not modify the verbiage as written above, and refrain from using the Partners For Kids logo. If you choose to include the phrase on printed material, we ask you send us a copy. Please email [PFKProRelations@NationwideChildrens.org](mailto:PFKProRelations@NationwideChildrens.org) with copies of any material or if you have any questions.

## Patient Attribution Model

Several practices had questions regarding the patient lists that were provided with the most recent incentive checks. As a reminder, Partners For Kids utilizes the attribution methodology applied by the Medicaid managed care plans:

1. **Patient Choice** - If the patient chooses a primary care provider, the plans proceed with the provider chosen by the patient. For example: If the patient chooses Dr. Smith, but sees Dr. Jones, the health plans will report Dr. Smith.
2. **Patient Visit History** - If the patient does not choose a specific provider, the health plans will review claims data to determine where the patient has been seen.
3. **Assignment by Ohio Department of Medicaid (ODM)** – If a patient neither declares a choice of provider nor sees a specific provider, then ODM has the responsibility of assigning a provider.

## Renewing Medicaid Numbers

Per the Ohio Department of Medicaid (ODM), provisions in the Affordable Care Act (ACA) require all providers to revalidate or renew their Medicare and/or Medicaid provider agreement every five years. Providers who fail to revalidate on time or do not complete the revalidation application will have their provider agreements terminated. Once Medicaid terminates a provider's agreement, it will not pay any reimbursement on claims for services delivered after the revalidation date.

ODM will mail a reminder notice to providers 90 days prior to the expiration of their Ohio Medicaid provider agreement to the mailing address of record in the Medicaid Information System (MITS). The notice will provide revalidation instructions and direct the provider to the ODM Internet-based provider application portal. Providers may call Provider Enrollment at 1-800-686-1516 with any questions.

## Did you know? Pharmacy Outreach Services Are Available to Partners For Kids Practices

Brooke Powell, the certified pharmacy outreach technician for Partners For Kids, can now provide medication outreach to your patients in need of medication refills or med checks! Patients on medications for ADHD, asthma or reproductive health may benefit from pharmacy outreach. Several outreach options are available, including:

- General postcards encouraging patients to schedule their medication check-ups
- Medication-specific letters to patients
- Phone calls directly to patients

Brooke is available to discuss what pharmacy outreach options are best suited for your patients and will develop a plan tailored to your practice. Contact the Pharmacy team when your practice wants to talk through these options. In addition, the Partners For Kids Pharmacy team is always available for medication-related questions. Reach us at [PFKPharmacy@nationwidechildrens.org](mailto:PFKPharmacy@nationwidechildrens.org).



**June 2020**

## **Welcome New Members**

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

Brandie A. Herdlitzka, CNP - Fairfield Healthcare Professionals  
Kimberly A. Brozak, CNP - Integrated Services for Behavioral Health, Inc  
Mary Kathryn Daily, CNP - Integrated Services for Behavioral Health, Inc  
Shannon E. Frame, LISW - Integrated Services for Behavioral Health, Inc  
Clayton T. Fraunfelder, LISW - Integrated Services for Behavioral Health, Inc  
Brenda K. Wilhelm, LPCC - Integrated Services for Behavioral Health, Inc  
Rebecca Barnes, LISW-S - United Methodist Children's Home  
Velecia V. Lucketta, LPCC - United Methodist Children's Home  
Amanda M. Pizzuti, LISW - United Methodist Children's Home  
Jessica L. Rooker, LISW - United Methodist Children's Home  
Tanya B. Schroeder, LISW - United Methodist Children's Home

## **Important Dates**

**June 19** – ~~Partners For Kids Office Manager and Staff Retreat~~ - POSTPONED

**July 3** – Partners For Kids closed in observance of Independence Day

**July 15** – Partners For Kids Quarterly Webinar “Behavioral Economic Strategies to Increase Vaccinations and Decrease No-Shows,” Noon to 1 p.m.

**July 23** – Provider Relations e-Newsletter Distribution

## **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)