

PROVIDER DIGEST

Provider Digest – June 2022

AmeriHealth Caritas North Carolina (ACNC) is committed to providing the support you deserve. You will find the following topics in this email:

- [Prior Authorizations Clarification](#)
- [Increase in Co-Payments for Medicaid Services beginning July 1, 2022](#)
- [Provider Reverification](#)

COVID-19

- COVID-19 Public Health Emergency
- COVID-19 Vaccination Eligibility and Overdue Report

Behavioral Health

- Behavioral Health Fee Schedule Updated
- Updates to Diagnostic and Statistical Manual of Mental Disorders, 5th Edition (DSM-5)
- North Carolina Awarded Grant to Transition to 9-8-8 Suicide Prevention Lifeline Number

Provider Training

- Electronic Funds Transfer (EFT) Training
- Smoking Cessation Trainings Offered by NC DHHS Division of Public Health (DPH)
- Self-Paced Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Training Available
- Diversity, Equity and Inclusion (DE&I): Dismantling Bias in Maternal and Infant Healthcare™

Get to Know Our Team

- Pinkey Slade, ACNC Director of Practice Transformation

Prior Authorizations Clarification

Beginning May 1, AmeriHealth Caritas North Carolina (ACNC) is no longer processing claims submitted without required prior authorizations, with the exception of temporary authorization waivers tied to the Public Health Emergency (PHE). ACNC had implemented selected prior authorization flexibilities to allow providers time to adjust to Medicaid managed care and to learn ACNC authorization processes. We believe sufficient time has passed to end the flexibilities enacted by, and specific to, ACNC.

The NC DHHS temporary authorization waivers tied to the PHE remain in place until June 30, 2022. To support providers and the NC Medicaid community, the NC Medicaid team has pulled together a [comprehensive list of all clinical policy flexibilities](#) that includes the following:

- Flexibilities that have been or are being incorporated into permanent policy.
- Temporary Flexibilities that will end on June 30, 2022.
- Temporary Flexibilities that will end at the end of the federal PHE (date TBD).

As a reminder, for services provided to Medicaid beneficiaries under 21 years of age, Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) provisions apply. EPSDT is a federal Medicaid requirement that requires the state Medicaid agency to cover services, products or procedures for Medicaid beneficiaries under 21 years of age if the service is medically necessary health care to correct or ameliorate a defect, physical or mental illness, or a condition.

Please see the NCDHHS bulletin for more details: [SPECIAL BULLETIN COVID-19 #237: Extension of NC State of Emergency Temporary Flexibilities](#) (last update May 26, 2022).

[Increase in Copayments for Medicaid Services begin July 1, 2022](#)

Effective July 1, 2022, the copayments for Medicaid services will be increased to four dollars (\$4.00). There are no changes to NC Health Choice copays. Prepaid Health Plans (PHPs) will be including an insert in Member Handbooks to reflect the copay updates and our [member website](#) has been updated. NC DHHS will be updating the [Outpatient Pharmacy Policy Number 9](#) to reflect the copay change.

Service	Your Copay
<ul style="list-style-type: none">• Chiropractic visits• Doctor visits• Non-emergency and emergency department visits• Optometrist and optical visits• Outpatient visits• Podiatrist visits	\$4 per visit
<ul style="list-style-type: none">• Generic and brand prescriptions	\$4 per prescription

There are no Medicaid copays for:

- Members under age 21
- Members who are pregnant
- Members who get hospice care
- Federally recognized tribal members
- North Carolina Breast and Cervical Cancer Control Program (NC BCCCP) beneficiaries
- People living in an institution who get coverage for cost of care
- Children in foster care
- Developmental disability, behavioral health, traumatic brain injury and substance use disorder services.

[Provider Reverification](#)

NC DHHS also reminded PHPs that the end of the PHE also will mark resumption of the reverification/recredentialing process for providers enrolled in NC Medicaid, which has been suspended since March 2020. Please see the Medicaid bulletin dated March 15, 2022, [Provider Reverification Requirements to be Reinstated](#). For help with the reverification process, providers can refer to this [NCTracks Link](#).

COVID-19 UPDATES

[COVID-19 Public Health Emergency](#)

The federal government has committed to a 60-day notice for the end of the Public Health Emergency (PHE) enacted in 2020 in response to the COVID-19 pandemic. An announcement is expected this summer. The ending of the PHE will restart eligibility reviews for Medicaid beneficiaries, which may result in some beneficiaries losing their Medicaid coverage. In preparation for the PHE notice, NC DHHS has enlisted the Prepaid Health Plans (PHPs) in a campaign to encourage every Medicaid beneficiary to update their address and contact information with their local Department of Social Services (DSS). ACNC and other PHPs will be sending postcard mailers to members over the summer, with the following state-required message:

Make sure you do not miss information about your Medicaid coverage. Visit or call your local DSS to update your address and contact information.

Please help in encouraging your patients to update their information with their DSS caseworkers.

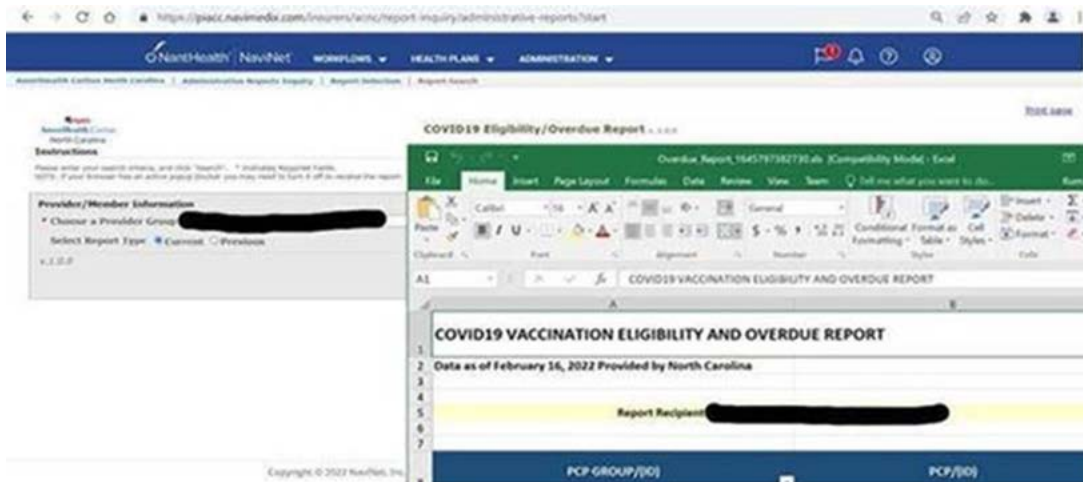
[COVID-19 Vaccination Eligibility and Overdue Report](#)

AmeriHealth Caritas North Carolina (ACNC) is continuing to prioritize member vaccinations against COVID-19, **offering a \$75 reward to our unvaccinated members who get a COVID vaccine before 6/30/22** and conducting direct member outreach via phone and text. We know that vaccines continue to be the most effective tool in preventing serious illness and hospitalization from COVID-19. ACNC will determine potential COVID Vaccine member incentives after 6/30/22 once details are finalized by NC DHHS.

Trusted provider partners play a vital role in this effort. Two important reminders:

- **NC Medicaid covers vaccine counseling encounters if face-to-face, telehealth, or telephonic**
[Special Bulletin COVID-19 184](#)
- **NC Medicaid increased the COVID Vaccine Administration fee to \$65 earlier this year**
[Special Bulletin COVID-19 210](#)

To help you in identifying those members who are not yet vaccinated, we are posting weekly updates to our **COVID-19 Eligibility/Overdue Report** [in our provider portal, Navinet.](#)



BEHAVIORAL HEALTH

[Behavioral Health Fee Schedule Updated](#)

A new behavioral health fee schedule has been uploaded to [NaviNet](#). The schedule includes changes made to ABA/Applied Behavioral Analysis services 97151-97157. The time increments for billing has changed from 30 minutes to 15 minutes, consistent with State guidelines. It is not necessary to resubmit claims, unless the provider billed based on the previous 30 minute description. You can find the new schedule under [resources](#) on the right side of the home page in NaviNet.

If you have questions regarding this update or in accessing NaviNet, please contact your [Behavioral Health Account Executive](#) for further support.

[Updates to Diagnostic and Statistical Manual of Mental Disorders, 5th Edition \(DSM-5\)](#)

In March of 2022, American Psychiatric Association (APA) Publishing shared changes in a Text Revision (TR) of the DSM-5 to add clarity, highlight a new condition, and new symptom codes. The revision is referred to as DSM-5-TR. For this revision, the APA also consulted culture and equity professionals and have acknowledged the historical role of racial discrimination in clinical diagnoses. Throughout the DSM-5, language was updated promoting inclusivity for marginalized groups and People of Color.

The major changes made from DSM-5 to DSM-5-TR are highlighted below:

- Revised text for almost all disorders with updated sections on associated features, prevalence, development and course, risk and prognostic factors, culture, diagnostic markers, suicide, and differential diagnosis
- Addition of the new diagnosis of prolonged grief disorder to Section II
- Over 70 modified criteria sets with helpful clarifications since publication of *DSM-5*
- Fully updated “Introduction” and “Use of the Manual” to guide usage and provide context for important terminology
- Considerations of the impact of racism and discrimination on mental disorders integrated into the text
- New ICD-10-CM codes to flag and monitor suicidal behavior and non-suicidal self-injury that can be used without the requirement of another diagnosis

- Updated ICD-10-CM codes implemented since 2013, including over 50 coding updates new to *DSM-5-TR* for substance intoxication and withdrawal and other disorders

PsychCentral.com article; [What the New DSM-5 Updates Could Mean for Your Mental Health](#) and updates shared on PsychiatryOnline.org.

[North Carolina Awarded Grant to Transition to 9-8-8 Suicide Prevention Lifeline](#)

[Number](#)

The North Carolina Department of Health and Human Services (NC DHHS) has been awarded \$3.3 million from the Substance Abuse and Mental Health Administration (SAMHSA) to will help North Carolina transition the Suicide Prevention Lifeline from the current 10-digit number to an easier, three-digit number — 9-8-8 — for people having suicidal thoughts or experiencing a mental health crisis.

On **July 16, 2022**, 9-8-8 will become the **national** three-digit dialing code for the **National Suicide Prevention Lifeline**, replacing the current phone number of 1-800-273-TALK (8255). People can talk, chat or text with trained call center staff 24 hours a day, seven days a week and 365 days a year. Call center staff can provide crisis counseling along with information on local community resources and referrals. For additional information, see the [NC DHHS press release](#).

PROVIDER TRAINING

[Electronic Funds Transfer \(EFT\) Training](#)

If you have not already registered for electronic funds transfer (EFT) payments, we have simplified the process with the addition of a downloadable registration form. Sign up for [Understanding and Enrolling in EFT Training](#) held Tuesday, June 28, 2022 from Noon to 1:00 pm ET. Other upcoming dates include: [August 9](#) and [September 6, 2022](#).

The training will help you find the form on the [Claims and Billing Page of our website](#) under EFT, along with a step-by-step guide. EFT offers a fast and easy way to receive your payments. There are no fees for single payer agreements to receive a direct payment from AmeriHealth Caritas North Carolina via EFT or to receive an electronic remittance advice (ERA). Payments are administered by Change Healthcare and ECHO® Health Inc.

[Smoking Cessation Training Offered by NC DHHS Division of Public Health \(DPH\)](#)



Learn step-by-step how to implement a tobacco-free campus policy and integrate standard-of-care tobacco use treatment at diverse programs, including inpatient, community-based, residential, and long-term services and supports.



Become familiar with all of QuitlineNC's services. These include: programs for pregnant moms, American Indians, behavioral health programs and more. Learn about Live Vape Free, a service that helps adolescents quit vaping through live coaching via text, phone, or online.

These upcoming trainings, include CEUs and will help providers in both Standard and Tailored Plan networks to integrate tobacco use treatment, tobacco-free policies and increase referrals to QuitlineNC.

Visit one of the hyperlinks to register for one of the trainings of your choice: [June 22, 2022](#) or [July 20, 2022](#) or [October 5, 2022](#).

[Self-Paced Early and Periodic Screening, Diagnostic and Treatment \(EPSDT\) Training Available](#)

Did you know that the ACNC Rapid Response Outreach Team (RROT) assists parents and guardians of Members with access and arrangements for needed services identified through EPSDT screens? At-Risk Children (age 0-5) with service gaps are identified and the parents/guardians are educated on the EPSDT screenings, immunizations and services that are due. This team also assists with the coordination of services needed. You can find this and additional information on the topic of EPSDT by visiting our self-paced [EPSDT Orientation Training](#) on the website.

[Diversity, Equity and Inclusion \(DE&I\): Dismantling Bias in Maternal and Infant Healthcare™](#)

In partnership with the March of Dimes, AmeriHealth Caritas North Carolina is pleased to announce a training opportunity for our network providers that includes 3.5 hours of Continuing Medical Education (CME) credit. This training, Dismantling Bias in Maternal and Infant Healthcare™ will be held virtually on **Wednesday, August 24 and Wednesday August 31**. Exact times are still in development; however, the interactive time block is 3.5 hours. Registration links will be shared on our [Provider Training website](#) and in the July Provider Digest Newsletter.

This training course provides health care professionals with important insights to recognize and mitigate implicit bias in maternity care settings. This unique learning experience provides authentic and compelling content for health care providers caring for women before, during and after pregnancy. The training includes 4 key components:

1. Understand and be able to identify implicit bias, the cognitive basis that informs bias, and its impact on maternity care settings.
2. Explain how structural racism has played a key role in shaping care settings within the U.S. and contributes to implicit biases in patient/provider encounters.
3. Recognize one's potential for implicit bias and apply strategies, such as the CARES Framework™ and practice cultural humility, to effectively mitigate their own implicit biases.
4. Recognize and establish a culture of equity as an organizational commitment to elevate the quality of maternity care.

GET TO KNOW OUR TEAM

[Pinkey Slade, Director of Practice Transformation](#)



Pinkey Slade joined AmeriHealth Caritas North Carolina as the Practice Transformation Director in November of 2021. Together with a Data Analyst, they oversee the Quality Enhancement Program for providers who serve more than 300,000 members in North Carolina.

Pinkey has 26 years of experience in Medicaid services and managed care in North Carolina with United Healthcare/Optum. During that time with the Managed Care Organization (MCO), she led Provider Network Management teams to build a network of contracted providers, but more importantly to strategize and support their growth.

Some of her major accomplishments included helping network adequacy, expanding markets, and negotiating contracts for providers.

To date, her favorite part of working with the Medicaid population is building relationships with health systems and partnering with clinical teams to analyze data and help ensure delivery of priorities that increase positive member outcomes.

When Pinkey isn't busy during the regular work week, she enjoys spending time with her grandkids.

QUICK
REFERENCE
RESOURCE
LINKS

[NCDHHS Taxonomy Enrollment Reminders](#)
[Member Rights and Responsibilities](#)
[Prior Authorizations Reference Guide](#)

[Medication Look Up Tool](#)
[NaviNet Provider Portal](#)
[Region Map and Account Executive Contact](#)

Visit the [Provider section](#) of the AmeriHealth Caritas North Carolina website for more information, news and resources for providers. If you need assistance regarding this email or other issues, please [contact](#) your Account Executive. *If you would like to be removed from this newsletter digest, please click [Remove Me](#) to submit a request.*