



Provider Digest – July 2022

Medicaid Managed Care 1 Year Anniversary

July marks one year since the launch of Medicaid managed care in North Carolina. Thank you to the care providers, office managers, billing specialists, and so many others who see that our members receive high quality care every day.

We are proud to partner with you to serve more than 310,000 North Carolinians across our great state.

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

- Encourage your Patients to Quit Tobacco Products
- New and Updated Provider Resources
- Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Reminder

COVID-19

- State Guidance: COVID-19 Related Treatment Under the American Rescue Plan Act of 2021
- COVID-19 Vaccination Eligibility and Overdue Report

Trainings

- Diversity, Equity and Inclusion (DE&I): Dismantling Bias in Maternal and Infant Healthcare™
- Smoking Cessation Training Offered by NC DHHS Division of Public Health (DPH)
- Electronic Funds Transfer (EFT)

Get to Know our Team

- Get to Know Our Team: Jennifer Frazer, Director of Quality Improvement

Encourage your patients to quit tobacco products

Not all providers are aware that counseling patients who smoke cigarettes, tobacco or vape products to quit is a billable service under NC Medicaid. If you, or a provider in your practice, offers smoking or tobacco use cessation strategies and medical assistance to a Medicaid beneficiary and includes documentation in the medical record, please use the following CPT codes on claims to AmeriHealth Caritas North Carolina (ACNC).

Smoking Cessation Screens/Intervention: Adolescents 11 through 20 Years of Age

CPT code 99406 – Smoking and tobacco use cessation counseling; intermediate, greater than 3 minutes, up to 10 minutes

CPT code 99407 – Smoking and tobacco use cessation counseling; intensive, greater than 10 minutes

Providers may bill the above codes only when counseling is provided *directly* to the beneficiary. These CPT codes are only appropriate for use when **the patient** is receiving the counseling for tobacco use.

Note: Modifiers are required on claim details when entering CPT 99406-99407

For Medicaid beneficiaries 11 years through 20 years of age receiving counseling for smoking/tobacco cessation as part of a Health Check Wellness Visit, sick child or E/M visit, the code should be accompanied by **modifier 25** to indicate that a separate and identifiable service was delivered in addition to the visit. When the service is provided as part of a Health Check Early Periodic Screening visit, the **EP modifier** must be appended.

Providers should always include documentation in the member's medical record noting the intervention, patient response and current status, follow up plan and referrals.

CPT codes, descriptions and two-digit numeric modifiers are copyright 2022 American Medical Association. All rights reserved.

New and Updated Provider Resources

Is yours one of the 82 percent of our provider practices that is registered for NaviNet? It is an easy-to-use, no-cost, secure provider portal that links your practice to ACNC. NaviNet provides you with access to administrative reports, panel rosters, multiple clinical reports and the new Healthcare Effectiveness Data and Information Sets (HEDIS). You also can track authorizations and claims status in NaviNet. Find out more and [register here](#) or reach out to your dedicated [Account Executive](#) for support.

New and Updated Resources on NaviNet

- [HEDIS Provider Education Tool for measurement year \(MY\) 2022](#)
ACNC has been given permission from the National Committee for Quality Assurance (NCQA) to share the tool for educational purposes; however, it must be in a secure password-protected environment. A table of contents has been added to make it easier to use and search the tool; therefore, the previous three separate booklets have been combined into one.
- [Behavioral Health Fee Schedule](#) – Updated

New and updated on our website

- [Outpatient Specialized Therapy Reference Guide](#) - New
- Quality Enhancement Program Manuals: [Behavioral Health](#) and [Primary Care Physician](#) - New
- [Provider Network Account Executive Contact List](#) - Updated

- [BrightStart Maternity Delivery Notification Form](#) - Updated
- [Claims and Billing](#) includes new information on 275 Electronic Medical claims submission via Change Healthcare – Updated

[Early and Periodic Screening, Diagnostic, and Treatment \(EPSDT\) Reminder](#)

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.

COVID-19

State Guidance: COVID-19 Related Treatment under the American Rescue Plan Act of 2021

On June 29, 2022, the Centers for Medicare and Medicaid Services (CMS) has issued guidance for COVID-19-related treatment provided under the American Rescue Plan Act of 2021 (ARPA) (Pub. L. No. 117-2). The bulletin can be found [HERE](#).

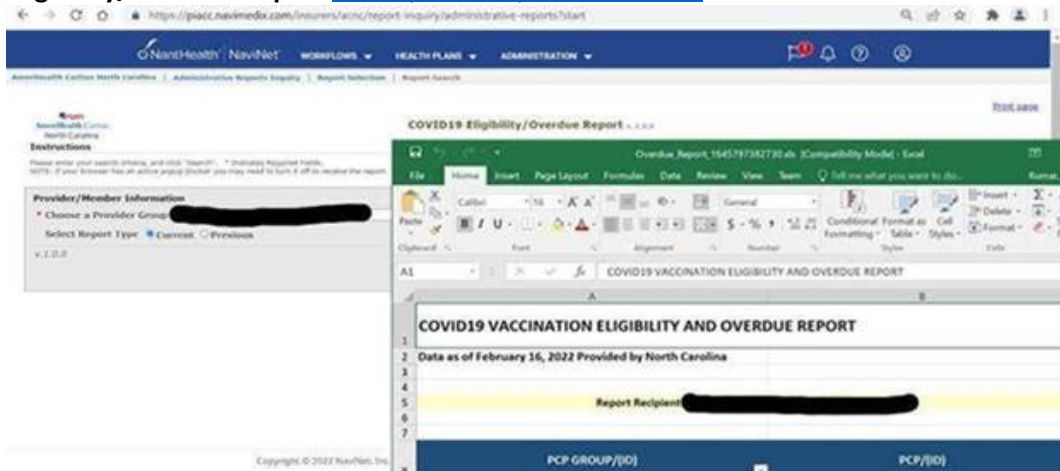
COVID-19 Vaccination Eligibility and Overdue Report

AmeriHealth Caritas North Carolina (ACNC) is continuing to prioritize member vaccinations against COVID-19, as we know that vaccines continue to be the most effective tool in preventing serious illness and hospitalization from COVID-19. ACNC has updated our vaccine incentive for members, and we are now **offering a \$75 reward to any member over 5 years old who gets fully vaccinated** after July 1. Members will need to attest to vaccination [via a secure form on our website](#) or by calling Member Services at 1-855-375-8811, 24 hours a day, seven days a week. TTY users should call 1-866-209-6421.

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](#).



TRAINING

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

In partnership with the March of Dimes, we are pleased to announce a training opportunity for our network providers that includes 3.5 hours of Continuing Medical Education (CME) credits. This training, Dismantling Bias in Maternal and Infant Healthcare™ will be held virtually on [Wednesday, August 24 from 8:00 am – Noon ET.](#)

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

[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, and behavioral health programs. 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 the hyperlink to register for [October 5, 2022.](#)

[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, July 26, 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.

GET TO KNOW OUR TEAM



Jennifer Frazer, RN BSN MHA CPHQ

Director, Quality Management

Jennifer Frazer is the Director of Quality Management and joined the AmeriHealth Caritas North Carolina team in April 2022.

She leads a team of 11 associates that support high-quality, equitable outcomes for more than 310,000 members in NC through the development, implementation, measurement, and ongoing quality improvement of the health plan's Quality Management Program.

Prior to joining ACNC, Frazer served as Director of Quality with United Healthcare Community & State, North Carolina Plan. She has more than 15 years of clinical experience including quality management and performance improvement in acute care, primary care, and health plan settings in North Carolina. Jennifer is driven by her passion for advancing health equity and promoting patient-centered, evidence-based care to deliver improved health outcomes.

Frazer earned a Bachelor of Science in Nursing from the University of North Carolina at Charlotte, a Master of Health Administration from Louisiana State University Shreveport and is a Certified Professional in Healthcare Quality.

QUICK REFERENCE RESOURCE LINKS

[NCDHHS Taxonomy Enrollment Requirement Reminders](#)

[Member Rights and Responsibilities](#)

[Prior Authorization Reference Guide](#)

[Medicine 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.*