

August 17, 2022

## PROVIDER DIGEST

### Provider Digest – August 2022

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

- Prospective Claims Payment Review Process Update
- A Closer Look: When is an Expedited Review Necessary
- Updated Provider Material Now Available
- **NEW** Trauma Informed Care Provider Resources Added to Website

### Member Focus

- **NEW** Breast Pumps Now Included as Value Added Benefit
- [ACNC Advisory Committees Seek Member and Family Involvement](#)
- COVID Incentive Update and Vaccination Eligibility and Overdue Report

### Trainings

- Diversity, Equity and Inclusion (DE&I): Dismantling Bias in Maternal and Infant Healthcare™
- Electronic Funds Transfer (EFT)
- CE Opportunity: Justice in the Air: Framing for Tobacco-Free Behavioral Health Initiative

### Get to Know our Team

- George Cheely, Market Chief Medical Officer

### Prospective Claims Payment Review Process Update

In support of efforts to reduce administrative burden on providers, ACNC will be updating the thresholds for high dollar pre-payment reviews requiring itemized bills. Effective August 25, 2022, ACNC will require that any

provider submit an itemized bill with any claim type that will pay **greater than** the following amounts if paid as billed:

Claim Type	Threshold amount
Hospital Inpatient claims	\$250,000
Hospital Outpatient claims	\$75,000
Professional claims	\$25,000

To simplify the submission process, ACNC has added functionality for network providers to submit electronic attachments (275 transactions) to support medical claims via Change Healthcare, our electronic data interchange clearinghouse. See more on our [website](#) here.

Once the claim and itemized bill are received, Equian, our medical claim review vendor, will conduct a prospective review and submit its findings to ACNC for claim adjudication. Your remittance advice will reflect any payment differences resulting from Equian’s review. If billing issues have been identified, Equian will send a facility packet, which includes the Forensic Review Report outlining review findings within **20** business days of the date of your remittance advice.

General questions regarding these prospective reviews should be directed to Equian by phone at **1-800-985-2357** or via secure email to: [claimsresolution@Optum.com](mailto:claimsresolution@Optum.com) to discuss any inquiries you may have regarding the report’s findings or the documentation and explanations necessary to clarify the charges in question.

If you have any questions about this change, please contact your [dedicated Provider Network Account Executive](#).

### **A Closer Look: When is an Expedited Review Necessary?**

The ACNC Provider Manual provides information on standard and expedited decision turnaround times, based on federal regulations included in our contract with the state. Please help our Utilization Management team provide optimal service to all providers by adhering to the following requirements for medical and pharmacy requests:

ACNC must notify the member of its determination as expeditiously as the member’s health condition requires, or no later than 14 calendar days after ACNC receives the request.

The timeframe may be extended up to 14 additional calendar days if:

- The provider or the member requests an extension; and,
- The Plan justifies the need for additional information and the extension is in the member’s best interest.

The member’s physician may request an expedited determination, including authorizations, from ACNC when the member or physician believes waiting for a decision under the standard timeframe could seriously jeopardize the member’s life, health or ability to regain maximum function.

Read more on page 123 of the [Provider Manual](#). Additional Pharmacy information can be found on pages 86-88.

## **NEW Trauma Informed Care Provider Resources on Website**

Trauma has many different forms and can affect people in different ways. Because trauma can have serious effects on people's health, behaviors, relationships, and other aspects of day-to-day life, health care providers of all disciplines are encouraged to learn more trauma-informed care (TIC). Providers are also encouraged to develop a comprehensive TIC approach to help promote healing, recovery, and wellness.

We have updated our website to include Trauma Informed Care Resources: *What is Trauma-Informed Care, a Practice Checklist, and a Self-Care PDF for Providers of Trauma Patients*, as well as additional reading materials for preventing secondary traumatic stress. The new webpage is live [HERE](#).

### **MEMBER FOCUS**

## **NEW Breast Pumps Now Included as Value Added Benefit**

ACNC has added electric non-medical breast pumps for expectant or new moms who are between 26 weeks gestation and 12 months post-partum. The benefit also includes 270 milk storage bags every 3 months for up to 1 year. This benefit is limited to one pump per member per lifetime.

Prior authorization is not required. Eligible members can contact our vendor, Aeroflow, directly at 1-844-867-9890 or visit their website at [aeroflowbreastpumps.com](http://aeroflowbreastpumps.com). Aeroflow's dedicated specialists will verify plan enrollment and contact the member's provider to confirm details.

## **ACNC Advisory Committees Seek Member and Family Involvement**

The ACNC Member Engagement and Population Health teams are looking for members and families interested in joining our Member Advisory Committees (MAC). Committees have been set up in each of our six regions across the state. During quarterly meetings, the MACs will discuss medical, pharmacy, and mental health benefits available to members and how to make them better. If you are working with an individual who would like to participate in the community as a member advocate, please connect them to [Brenda Radford, Director of Member Engagement](#), for more information on dates, times, roles and responsibilities.

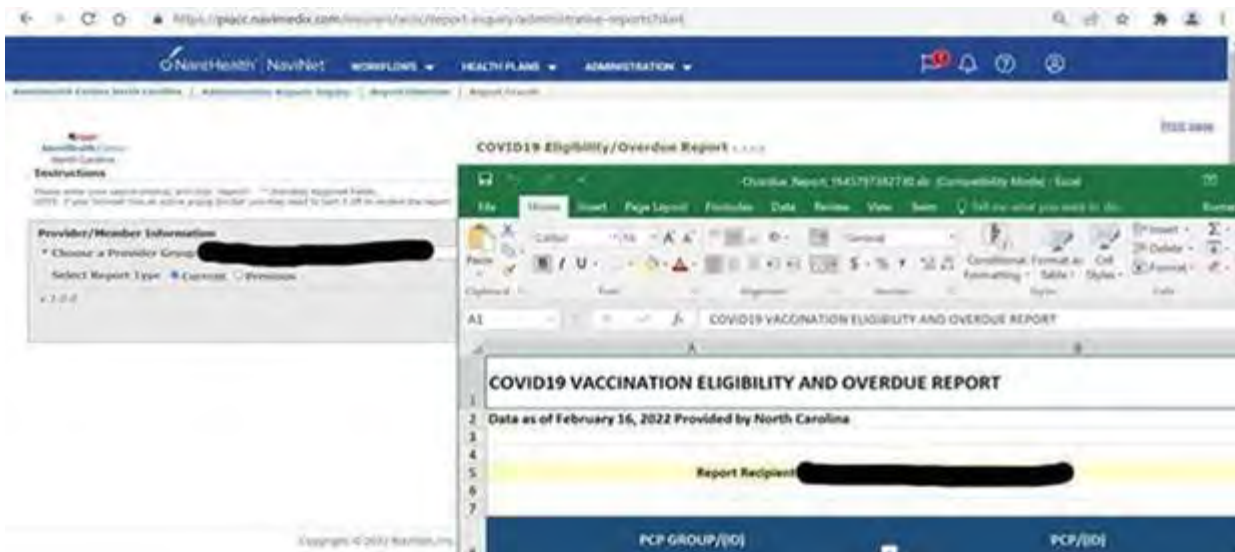
## **COVID-19 Vaccination Eligibility and Overdue Report**

AmeriHealth Caritas North Carolina (ACNC) continues to prioritize member vaccinations against COVID-19, as we know that vaccines are 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.](#)



## TRAININGS

### [CME Opportunity: 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 *free* Continuing Medical Education (CME) credits. This training, *Dismantling Bias in Maternal and Infant Healthcare™* will be held virtually on **[Wednesday, October 26 from 8 a.m. to noon](#)** *and is for any provider seeking to understand how personal bias can play a role in offering supportive care to your patients. This training is not just recommended for those working in maternity care, but all health care professionals.*

This training course provides health care professionals with important insights to recognize and mitigate implicit bias in care settings. 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

### **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** on any of the following dates: [September 6](#), [October 11](#), [November 8](#) or [December 6, 2022](#) from noon to 1 p.m.

The training will walk you through the form found on the [Claims and Billing Page of our website](#) under EFT, as well as our step-by-step Enrollment Instructions. 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.

### **CE Opportunity: Justice in the Air: Framing for Tobacco-Free Behavioral Health Initiatives**

When it comes to advancing a tobacco-free culture in behavioral health, framing matters; the message can enhance or undermine our impact. In planning for change, it's important to plan the way we talk about the work. Fortunately, there's evidence, both empirical data and proven, practical approaches – that can guide would-be champions for tobacco-free protections.



This session will share recommendations from the Tobacco Disparities Framing Project and offer examples of how to apply these concepts to good effect. This live webinar training will take place September 13, 2022, from 11 a.m. to 1:15 p.m. with Dr. Julie Sweetland, Sociolinguist and Senior Advisor at the FrameWorks Institute, a nonprofit that equips change-makers to lead productive public conversations on scientific and social issues. [Register Here.](#)

Charlotte Area Health Education Center (AHEC) is approved to offer 2.0 contact hours (category A) CE for NC Psychologists. No partial credit will be awarded. This information is reprinted with the permission from Charlotte AHEC.

## GET TO KNOW OUR TEAM

### [George R. Cheely, Jr., M.D., Market Chief Medical Officer](#)



Dr. Cheely is responsible for the medical management of the Plan, including care management, utilization review, quality improvement and practice initiatives. Together with an experienced medical management team, he supports AmeriHealth Caritas North Carolina's statewide network of care providers in ensuring appropriate and effective care to support the needs of the Medicaid beneficiaries.

Prior to joining AmeriHealth Caritas North Carolina, Dr. Cheely served as Medical and Program Director for Care Redesign at Duke University Health System. A Raleigh native, Cheely earned his medical degree from the University of Pennsylvania School of Medicine and his MBA in Healthcare Management from The Wharton School. Prior to matriculating at Penn, Dr. Cheely completed a Fulbright Fellowship studying ecosystem disruption in New Zealand.

#### QUICK REFERENCE RESOURCE LINKS

[NCDHHS Taxonomy Enrollment Reminders](#)

[Medication Look Up Tool](#)

[Member Rights and Responsibilities](#)

[NaviNet Provider Portal](#)

[Prior Authorizations Reference Guide](#)

[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.*