Children’s Community Health Plan receives Interim NCQA Accreditation

NCQA Interim Accreditation
The National Committee for Quality Assurance has awarded an accreditation status of Interim to organizations with basic structure in place to meet expectations for consumer protection and quality improvement. Organizations awarded this status will need to undergo a new review within 18 months to demonstrate they have the executed those processes effectively.

First survey scheduled for 2017
Children’s Community Health Plan will be assessed on standards specific to Quality Management and Improvement, Network Management, Utilization Management, Credentialing and Recredentialing, Members’ Rights and Responsibilities, and Member Connections.

“NCQA Accreditation is a demonstration of CCHP’s commitment to our members health and well-being”
— Mark Rakowski, Vice President Children’s Community Health Plan.

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receives Interim NCQA Accreditation

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Send your newsletter questions, article suggestions or comments to our Provider Notes editor at: cchp-providernews@chw.org

Or send by mail to: Provider Relations Attn.: Provider Notes Editor P.O. Box 1997, MS 6280 Milwaukee, WI 53201-1997

See what’s new at: ChildrensCommunityHealthPlan.org
Nearly 7000 of Wisconsin’s children reside in foster care, and these children have greater medical, dental, mental health, developmental, and educational needs than children not involved in the child welfare system.

**A brief history of Care4Kids**

Working closely with the state’s Department of Health Services and Department of Children and Families, Children’s Hospital of Wisconsin, our county and private child welfare partners, Children’s Community Health Plan launched the Care4Kids Foster Care Medical Home program in 2014 to better meet the needs of these children.

**What communities does Care4Kids serve?**

Care4Kids is currently serving children in Milwaukee, Waukesha, Washington, Ozaukee, Racine and Kenosha counties, which collectively account for more than 40 percent of children in foster care in Wisconsin. Care4Kids is not a physical medical home location, but rather a health care coordination model of care. Each child is assigned a health care coordination team to ensure that health needs are met, and to facilitate information sharing between foster parents, biological parents, child welfare workers, primary care providers, subspecialists, and other stakeholders involved in the care of the child.

**Enrollment and early successes**

More than 3000 children are currently enrolled in Care4Kids, and receive their care from many primary and subspecialty providers in the Department of Pediatrics. Dr. Kelly Hodges and Dr. Lisa Zetley serve as Co-Medical Directors of the program, Dr. Robert Chayer serves as the Consulting Psychiatrist, and Mike Boeder serves as the Director of Care4Kids within CCHP.

Early successes of the Care4Kids program include:

- 90 percent of children receive an Initial Foster Care Health Screening Exam at a Child Advocacy Center within the first few days of entry into foster care
- 92 percent of all children are receiving a timely 30-day Initial Comprehensive Health Exam with a primary care provider
- A Comprehensive Health Care Plan summarizing a child’s medical and social history and ongoing health needs is written and shared within 60 days of enrollment and every six months thereafter
- A Polypharmacy Interdisciplinary Case Review process has been developed for children prescribed four or more psychotropic medications; this collaborative discussion amongst stakeholders focuses on identifying opportunities to support the child’s ongoing mental health needs and ultimately reduce polypharmacy
- A Triage tool has been implemented, as appropriate, to identify unmet health needs of children upon foster care entry so that health care coordination resources can be most appropriately allocated

**Future program enhancements in development:**

- Improved identification within Epic that a child is enrolled in Care4Kids
- An ongoing risk stratification tool to identify children at highest risk for poor health outcomes, so prevention resources can be targeted most appropriately
- Education opportunities for providers on caring for children with a history of trauma
- Eventual statewide expansion

**Contact Care4Kids**

The health care coordination staff should be used as a resource when caring for a child in the Care4Kids program to help ensure the child’s needs are being met.

Please call 1-855-371-8104 or email at care4kids@chw.org if they can be of any assistance, or if you are unsure if a child is enrolled in Care4Kids.
CCHP’s one year anniversary of using the CareWebQI auto-authorization program

By Robin Brown, RN CCM
Utilization Review/Case Management

September 15, 2016, marked the one-year anniversary of Children’s Community Health Plan (CCHP) using MCG’s CareWebQI auto-authorization Web-based program offered through our Provider Portal.

Our goal of implementing this tool was to make it easy for a provider to document and support treatment requests. We also wanted to develop better collaboration with providers to improve the quality and consistency of our members’ care. Our CareWebQI auto-authorization tool helps us achieve this goal by offering:

- Reduced routine authorization response times and 24/7 access to real-time, evidence-based approvals.
- Electronic messaging through an automated Web portal that significantly reduces staff time allocated to faxing and calling.
- Improved consistency and quality of documentation in the member’s medical record with the ability to attach evidence-based guidelines and clinician notes to episodes.
- Case managers convenient access to the information they need as they create and review assessments and care plans.

What we have learned
This authorization tool and new process has served our population and membership well. We especially like using the messaging system to communicate to the providers office about their requests, as well as updates. On some requests, we’re finding this is more efficient, because what used to be a two- to three-day process is now instantaneous once you “submit” the request.

Other ways CareWebQI saves time:
- Providers can look up the status of the authorization without having to call customer service and be put on hold.
- If you have a question you can send it directly to the person managing the request instead of with a phone call or through a blind fax to ask a question.

What the next year holds
We still have a ways to go to totally understand and utilize the full potential of CareWebQI Auto Authorization. This next year, our goal is to get a 100 percent submission rate for in-network requests by providers and that our hospitals will be able to attach clinical documentation instead of faxing. We are committed to ongoing training and see the potential this tool holds for a smoother, more efficient workflow, which frees up time for providers to focus on their practice and better serve our members.

Thanks for your support
Children’s Community Health Plan would like to thank all of our provider’s offices and staff, pre-certification departments, and billing areas for their patience and for working with us along this journey. Our ultimate goal, as always, is to serve our members in the best way possible and to get them the services and equipment that they need in a timely manner.

Members receive better benefits with in-network providers
Children’s Community Health Plan (CCHP) would like to remind providers of their contractual obligation to refer CCHP members to in-network providers who also provide the medically necessary services CCHP members require.

If referrals to out-of-network providers could result in a prior authorization and/or claim denial.

Please see our Provider Directory on our website at childrenscommunityhealthplan.org to find providers and specialist who participate in our network.

APR DRG system for pricing inpatient hospital claims is coming in 2017

In 2017, Children’s Community Health Plan will implement the All Patient Refined Diagnosis Related Groups (APR DRG) system for pricing inpatient hospital claims. The APR DRG is a system that classifies patients according to the severity of their illness or the complexity of their care. The goal is to more accurately reflect the cost of care for Medicaid patients.

This reimbursement model will include dates of discharge or “to” dates of services on and after January 1, 2017. ForwardHealth and Dean Health Plan will implement the new system using required Medicaid data, such as newborn birth weight on the inpatient claim.

For more information, please refer to the ForwardHealth Update 2016-26.
Are you registered for the CCHP Provider Portal?

Register for access to all of our online services and features

From submitting prior authorization requests to checking on the status of your claim, the Children’s Community Health Plan (CCHP) Provider Portal offers the online tools network providers need to serve our members more efficiently.

In January, CCHP stopped accepting faxes for in-patient admission notifications and prior authorization requests from network providers.

- Network providers must submit their notifications and requests through the CCHP Provider Portal.
- Out-of-network providers cannot access the CCHP Provider Portal, and may call us at (414) 266-5707 or 877-227-1142 for their submittals.

Pre-registration instructions

If you’re a new network provider or haven’t registered for the CCHP Provider Portal yet, please refer to the following instructions before you try to sign-on.

Choose a site administrator

Your organization must first designate a site administrator for the CCHP Provider Portal. You will need to use the CCHP Provider Portal in order to access other CCHP portals for services, such as prior authorizations, claim lookups and claim confirmations.

Each facility may have two site administrators. You may choose to have one site administrator for all the portals, or your site administrator may assign users. The first person to register for an organization is considered the site administrator.

Obtain a registration code

First, site administrators will need to call our portal administrator to request a registration code at (414) 266-5747, and:

- If you’re a new provider to the CCHP network, CCHP mails a letter with the registration code and instructions on how to complete portal registration. You should receive this letter within seven business days.
- If you’re an existing network provider, you’ll receive your registration code by phone or email.

Complete online registration

Once the site administrator gets the registration code, they will need to complete their CCHP Provider Portal registration using the following steps.

Go to our Provider Web page to complete an online registration form. Site administrators will need their facility’s tax ID number and registration code.

Confirm the online registration form was submitted. Within a few minutes of submitting the online registration form, site administrators should receive a confirmation email.

Verify the email address. Within 30 minutes of submitting the online registration form, site administrators should receive an email to verify the email address they provided — they should click on the link in that email.

Next, site administrators will receive an “Email Verification Completed” email from CCHP.

In approximately three business days, site administrators will receive an email from CCHP with their user login information and password.

Go green with our Claims Confirmation Portal

You can stop receiving letters with your claim attached when you sign-up for the CCHP Provider Confirmation Portal. Our Confirmation Portal allows you to view a report of your claims rejections electronically – saving paper and time!

If you would like to sign-up for our Confirmation Portal, please contact your CCHP Provider Relations Representative at 844-229-2775. Your representative will email you sign-up instructions.

To register for the CCHP Provider Portal, call (414) 266-5747
CCHP’s HMHB program has the BEST: Breastfeeding Education Support Team

Children’s Community Health Plan (CCHP) offers its pregnant members the support and supplies they need for a healthier start to their family.

Healthy Mom, Healthy Baby program
Women who participate in our Healthy Mom, Healthy Baby (HMHB) program receive education on the benefits of breastfeeding and how to prepare for childbirth.

Certified Lactation Consultants
Our breastfeeding education support team (BEST) includes staff members who are Certified Lactation Consultants. They received special training in breastfeeding education and are a good source for members to turn to with breastfeeding questions and concerns. Consultants are available to support nursing mothers before birth, during the hospital stay, and the first few weeks everyone is home.

BEST is a phone call away
BEST staff and CCHP Certified Lactation Consultants are never more than a phone call away. Members can reach our BEST by calling 1-877-227-1142, option 4, to either speak to a Lactation Consultant over the phone or to schedule a complimentary home visit.

Continuous learning for CCHP
To learn how to best support our HMHB program members, CCHP held a focus group meeting on September 27. Some of the things they said they value most about the HMHB program are:

- The online e-book: [Great Expectations - A Guide to Enjoying Your Pregnancy](#)
- Incentives
- Flexibility
- Advocacy
- Staff friendliness

Advising new moms on the compatibility of medications and breastfeeding

As a provider, advising a new mom on the compatibility of her medications and breastfeeding can often be a source of confusion given the many different references available to providers.

Which is the most accurate?
According to Jennifer Thomas, MD, FAAP, Wisconsin Chapter Breastfeeding Coordinator Steering Committee Vice Chief — one of the most accurate sources of information is The National Library of Medicine’s LactMed.* This is a searchable database and is peer-reviewed, fully referenced, continually updated and, best of all, a free service. You’ll also find suggested therapeutic alternatives to those drugs, where appropriate. Plus, all data originate from scientific literature to ensure scientific validity.

Be sure to watch the “Ask Dr. Ken Show” on CCHP’s Facebook page

Did you know that Children’s Community Health Plan (CCHP) has a Facebook page? This is where members and providers can find our new “Dr. Ken Show.”

CCHP Medical Director, Ken Schellhase, M.D., takes common health questions generated from visitors (and sometimes staff) to our Facebook page, and tries to answer them in an easy-to-understand, straightforward manner.

Recent questions have included whether “body cleanses” are good for you and whether diet soda does or doesn't help you lose weight.

Check it out on Facebook at: [https://www.facebook.com/Childrens-Community-Health-Plan-1577595729142199/](https://www.facebook.com/Childrens-Community-Health-Plan-1577595729142199/)
CCHP now uses the CAQH database for all its credentialing applications

To begin the credentialing process, you can now use the Council for Affordable Quality Healthcare’s (CAQH) ProView™ database, which is available online at proview.caqh.org.

How to apply
To apply using the CAQH ProView™ database:
1. Already registered? Simply indicate that CCHP can access your credentialing application.
2. Not registered? Register with CAQH at proview.caqh.org and complete the CAQH credentialing application.

Submitting your application
Please see the Credentialing page on our website at childrenscommunityhealthplan.org for complete instructions on submitting a credentialing application.

Questions
If you have any questions about our credentialing process, please call our credentialing department at 844-229-2776.

You may also email questions to cchp-credentialing@chw.org.

See what’s new at:
ChildrensCommunityHealthPlan.org

Prior Authorization code update
Before submitting your next prior authorization request, check out the new, easier-to-use Prior Authorization List on our website. In addition to the most recent exclusions and other important information, you’ll have access to the revision history for the previous 12 months.

Change Alert:
On November 25, 2016, the CPT code 21085 will be added to the Cosmetic and Reconstructive Surgery list and requires a prior authorization.

For more details, please call our Clinical Services department at 877-227-1142, option 2.

Are all the providers on your claims Medicaid certified?
To avoid payment delays when submitting claims with the prescribing/referring/ordering provider information, please make sure those providers are Medicaid certified, and that the NPI/taxonomy on the claim for them is the same as ForwardHealth’s (State Medicaid).

If it’s not, the claim will reject and most likely not get paid. If you are getting these rejects, you can re bill without that information and the claim will process.

Please contact your Provider Relations Representative with questions at 844-229-2775.

Affirmative statement about incentives
Children’s Community Health Plan (CCHP) wants its members to get the best possible care when they need it most. To ensure this, we use a prior authorization process, which is part of our Utilization Management (UM) program. UM decision-making is based only on appropriateness of care and service, and existence of coverage.

CCHP does not specifically reward practitioners or other individuals for issuing denials of coverage. Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

For more information about our prior authorization process, go to our provider website at childrenscommunityhealthplan.org.

Thank you for serving our members. Children’s Community Health Plan (CCHP) publishes Provider Notes quarterly. CCHP is an HMO for BadgerCare Plus eligible children and adults living in Brown, Calumet, Kenosha, Milwaukee, Outagamie, Ozaukee, Racine, Sheboygan, Walworth, Washington, Waukesha, Waupaca, and Winnebago counties.

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