Dear Providers,

Here at Children's Community Health Plan, clear communication with our network providers is extremely important to us. Provider Notes is one of the ways we communicate current information and updates to you each quarter. We hope you enjoy this issue and find the content valuable to your organization.

Some of the goals of our Provider Notes newsletter are:

- Offer timely information about new services that benefit our members and impact our providers.
- Educate Children's Community Health Plan providers on new or changed practice guidelines that affect the care of our members.
- Share current developments and information that our provider network needs from government agencies and Children's Community Health Plan.

If you have any questions or suggestions on how to improve the newsletter or if someone in your organization is not on our mailing list, please contact us at cchp-providernews@chw.org.

Thank you for partnering with us to improve the health of our members.

Sincerely,

Mark Rakowski, Chief Operating Officer
Children's Community Health Plan
The National Committee for Quality Assurance recently released its rankings for health plans in Wisconsin. We are proud to share with you that Children's Community Health Plan is ranked among the top three highest Medicaid plans in Wisconsin, receiving a score of 4.0 on a 5.0 scale.

The committee made the decision after more than 1,000 health plans were evaluated nationally based on clinical quality, member satisfaction and the committee's accreditation survey results.

We would not be able to provide the outstanding care we do to our members without our providers. Thank you for your part in making this happen!
CCHP is excited to announce the expansion of its Marketplace and Commercial health insurance product, **Together with CCHP**, into eight additional counties for the 2020 Open Enrollment period.

Beginning in 2020, Together with CCHP will be available in Calumet, Winnebago, Manitowoc, Outagamie, Brown, Oconto, Kewaunee and Door counties in addition to its existing service area of Milwaukee, Racine, Kenosha, Waukesha, Washington and Ozaukee. We are looking forward to working with our new providers including Bellin Health, Door County Medical and a variety of independent practices as well.

**Please see a list of network hospitals in our northeast Wisconsin expansion below:**

![Network hospitals in our northeast Wisconsin service area include:](image-url)
Prevent the Flu This Season

The Centers for Disease Control (CDC) recommends that everyone, ages 6 months and older, receive an annual flu vaccination for the 2019-2020 flu season.

Children’s Community Health Plan (CCHP) encourages providers to discuss the following topics with their patients:

- Advantages of receiving the flu vaccination
- Potential flu-related complications
- Populations with the greatest risk of developing flu-related complications
- Preventative measures that can be used to stop the spread of germs

The flu vaccination is a covered benefit for all actively enrolled Medicaid & Together with CCHP members.

Healthcare Effectiveness Data and Information Set (HEDIS) Reminder

HEDIS® is the standardized measurement tool used by the nation’s health plans to evaluate their performance in terms of clinical quality and customer service.

It's coordinated and administered by the National Committee for Quality Assurance (NCQA) and used by the Centers for Medicare & Medicaid Services (CMS) for monitoring the performance of managed care organizations.

All managed care companies that are NCQA-accredited perform HEDIS reviews at the
same time each year.

CCHP will begin extensive medical record requests in January/February of 2020. We appreciate your cooperation and timeliness in submitting requested medical record information.

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**Notice to Providers on Synagis**

The respiratory syncytial virus season this year starts from **November 1, 2019 through March 31, 2020**.

Synagis is used to help prevent serious lung disease in infants and children at high risk.

Children's Community Health Plan is working with CVS Caremark for the 2019-2020 season to distribute Synagis to BadgerCare Plus with CCHP and Care4Kids members.

*For more details on this process, visit our [Synagis](#) page, or contact Clinical Services at 414-337-BABY.*
The American College of Obstetricians and Gynecologists (ACOG) has redesigned their recommendations for Postpartum Care. It is now recommended that women have contact with their OB/GYNS or other obstetrical care provider within the first three weeks postpartum and on an ongoing basis. The redesign document states “The weeks after birth are a critical period for a woman and her infant, setting the stage for long-term health and well-being. Although childbirth and the postpartum period are exciting life experiences for many women and their families, this is also a period of physical, mental, and social change” (ACOG Redesigns Postpartum Care 4/18).

The National Committee for Quality Assurance’s (NCQA) new HEDIS technical specification guidelines reflect the ACOG redesign by defining quality compliance with the Prenatal and Post-partum care measure as “Post-partum exam must occur 7-84 days after delivery of a live birth.”

The following Recommendations can improve the rate at which women complete their postpartum visit (this list is not exhaustive):

- Schedule postpartum visit with the newborn visit
- Pediatricians – discuss with new mothers during the newborn visit postpartum care and its importance
- Discuss the importance of postpartum care while members are still pregnant
- Refer members experiencing transportation issues back to CCHP

Children’s Community Health Plan offers postpartum home visits with an APNP to members that have had a live birth delivery. The APNP will provide an after visit summary to the member’s practitioner.

Providers should use CPT category II code of 0503F to help meet Quality of Care
guidelines. This helps capture this compliant visit. Children's Community Health Plan does not pay extra for the use of this code, but it helps CCHP capture compliant visits, thus decreasing the need to request medical records via fax or onsite visits during HEDIS season.

References:
*Redesigning Maternal Care: OB-GYNs Are Urged to See New Mothers Sooner And More Often. Npr.org
April 23, 2018
* ACOG Redesigns Postpartum Care

Authorization Lists Updates

Together with CCHP Authorization Lists:

No Prior Authorization List
The following codes have been added to the No Prior Authorization List:

- Effective December 1, 2019. 77301; 77338; 77385; 77386; G6015; G6017.

Non-covered Authorization List
The following codes have been added to the Non-covered List:

- Effective December 1, 2019. 0129U; 0130U; 0131U; 0132U; 0133U; 0134U; 0135U; 0136U; 19105; 22526; 22527; 22856; 22858; 22861; 22864; 27279; 28446; 31627; 31660; 31661; 33368; 33369; 33548; 37252; 37253; 41512; 41530; 43257; 43647; 43648; 43881; 43882; 46607; 53860; 55706; 55899; 62287; 72159; 73225; 75571; 76936; 78350; 78351; 78499; 78647; 78807; 83037; 83698; 83876; 91111; 92132; 95060; 95803; 95905; 95980; 95999; 97610; 99174; A4305; C1821; C9360; C9361; C9362; C9363; C9364; G0428; Q0035; E0446; E0446; E0740; E0745; E0764; E0766; E0770; E1801; E1806; E1811; E1815; E1816; E1818; E1821; E1831; E1840; E1841; E2120; L5973; L8605; Q4103; Q4107; Q4111; Q4112; Q4113; Q4115; Q4117; Q4118; Q4122; Q4123; Q4124; Q4125; Q4126; Q4127; Q4128; Q4130; Q4132; Q4133; Q4134; Q4135; Q4136; Q4137; Q4138; Q4139; Q4140; Q4141; Q4142; Q4143; Q4145; Q4146; Q4147; Q4148; Q4149; Q4150; Q4151; Q4152; Q4153; Q4154; Q4155; Q4156; Q4157; Q4158; Q4159; Q4160; S9034; S9090; S2118; S2348; S2102; S3852.
Open Enrollment season is upon us! Beginning on **November 1st**, consumers have the option of renewing or enrolling in health insurance coverage for the 2020 plan year.

Together with CCHP will continue to offer seven On and Off Exchange plans and one additional Off-Exchange only plan. Although there will be minimum plan design changes, the benefit structures for each plan may have slight changes to the deductibles, MOOP, coinsurance and copayment amounts.

We encourage you to review our 2020 materials on our website, or call our **Provider Services team** at **844-202-0117** for more information.

### Provider Claims and Appeals

**How to submit an appeal:**

- Download the correct form from our website
- Complete form thoroughly. In the comment area of the form please be specific as to what you are appealing.

- Attach completed form to the top of your appeal to ensure proper routing.
- Mail to one of the appropriate addresses below.

**Mail claim appeals to:**
Children’s Community Health Plan
CCHP Services to Address Social Determinants

CCHP Services to Address Social Determinants of Health
CCHP understands that many things outside of access to care influences our members’ health. We are working to address this through several new initiatives.

Meal Delivery Program
CCHP has a contract with Mom’s Meals, a meal delivery organization. We are focusing on two primary populations for this intervention:

1. Members recently discharged from the hospital due to Congestive Heart Failure, Diabetes, Renal Failure, or Depression and have food insecurity
2. Members with very complex health needs and food insecurity. Complex health needs include high risk pregnancy.

If you have a patient that meets the above criteria and you feel offering short-term, prepared food would be helpful, please call our member advocate line at 1-877-900-2247 and we will work with your office on this need for your member.
Housing Navigation Resources
CCHP has partnered with the Milwaukee County Housing Division to provide support for members experiencing homelessness or housing insecurity. We have a full time housing navigator dedicated to the CCHP member population. If you have a patient with significant health concerns and feel housing instability is contributing negatively to their ability to manage their health, please reach out to cchp_housing@chw.org to make a referral.

Transportation support
If you have a patient that is having problems getting to their appointments please have them call our member advocate line at 1-877-900-2247. CCHP has a contract in place to provide transportation in circumstances that MTM is not able to meet the member’s needs. Our staff can also work with MTM and the patient to resolve issues with transportation.

Share Our Health Management Programs
Health Management programs within CCHP are designed to improve the health of individuals with specific chronic conditions and to reduce health care service use and costs associated with avoidable complications, such as emergency room visits and hospitalizations.

CCHP offers 3 health management programs to support our members:

- **Pediatric Asthma (ages 5-17)**
- **Adults with Major Depression**
- **Adults with Type 2 Diabetes**

Please contact us at CCHP-DM@chw.org if you’d like a list of your patients who are enrolled.

We also encourage you to contact us if you have a patient with CCHP insurance who needs additional support managing their asthma, depression or diabetes.

For example, we can help:

- Coordinate transportation to and from appointments (BadgerCare Plus only)
- Work with pharmacies to arrange for home delivery of medications
• Assess for resource needs and social factors that may be impacting the patient’s overall health and their ability to manage their condition

**Togethers:***
Referrals can be made by completing the referral form on our website at [togetherCCHP.org/providers/CM](http://togetherCCHP.org/providers/CM). If you have additional questions, please call us at 414-266-3173 or email us at [CCHP-DM@chw.org](mailto:CCHP-DM@chw.org).

**BadgerCare Plus:**
Referrals can be made by completing the referral form found on our website at [cchp-wi.org/providers/CM](http://cchp-wi.org/providers/CM). If you have additional questions, please call us at 414-266-3173 or email us at [CCHP-DM@chw.org](mailto:CCHP-DM@chw.org).

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**CCHP Health Management Apps**

**DIABETES MANAGEMENT APP WEBINAR**

Over the summer CCHP introduced a diabetes management app to its members. Members with Type 2 Diabetes have received a letter in the mail discussing the app. This app, from Blue Star, is FDA cleared, fully HIPAA compliant, SOC 2 Certified, and ISO 13485 Certified. It is a clinically validated digital therapeutic app with 40+ peer-reviewed publications and posters.

The app provides real-time feedback messages. It engages the users to track their medications, labs, activity, nutrition and psycho-social behavior.

Blue Star’s controlled trials show the app driving an A1C improvement of 1.7 to 2.0 points. Training opportunities for providers will be available this Fall. Stay tuned for the webinar invitation!
CCHP hosted for providers a webinar on the Low Back Pain Management program app. A recording of the training can be found online. Also, there are handouts available if you would like to refer patients to the program. Please fill out the member clearance form if you are referring a patient. This will save the member's time when completing the enrollment questionnaire.

Watch the webinar

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Children's Community Health Plan (CCHP), owned by Children's Hospital of Wisconsin, is an HMO dedicated to providing access to the highest quality health care and services to BadgerCare Plus and Together with CCHP members.

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