



## NMHC Provider Connection

[Newsletter not displaying correctly? View it as a webpage.](#)

- Opioid Risk Management program, electronic prior authorizations for medications, UM criteria sets, and more in this issue!
- Please forward this newsletter to all healthcare providers and administrative staff in your office.

---

### Collectively accountable: A message from Mark Epstein, MD, Chief Medical Officer

It's a great understatement to say that healthcare in the U.S. has not reached "homeostasis." Given the federal government's lack of clarity; growing complexities in healthcare regulations, financing, and delivery; and aging populations of both patients and providers; providers and health plans may feel overwhelmed by the challenge of managing it all.

Yet at the heart of all we do, stories of individuals, families, and communities compel us to continued action and renewed compassion. When we bear witness to these inspiring stories – some tragic yet heroic, others mundane yet personal – we touch our patients and communities in ways that few others in the world are privileged to do. And what we are hearing from our communities, our government, and our patients is: "Do more, but please do it less expensively" – often without the "please."

[Continue reading](#)

---

### How to obtain pharmacy utilization management criteria sets

Providers who are contracted with NMHC may request a copy of our utilization management (UM) criteria sets from OptumRx®, our pharmacy benefit manager, by calling OptumRx at **1-855-577-6550**.

---

### Medication prior authorization available electronically for NMHC members

Providers who see NMHC members may now submit electronic prior authorizations (PAs) for medications using the **CoverMyMeds® platform**. Use of CoverMyMeds allows for efficient electronic submission of PAs and allows the provider and office staff to view PA status. For more information and access, visit <https://www.covermymeds.com/epa/optumrx/>.

---

### Enhanced Opioid Risk Management program limits prescriptions

On January 1, NMHC members became subject to the OptumRx Enhanced Opioid Risk Management Program. This program limits new prescriptions for members who are new to opioid therapy to **only a seven-day supply**, with an allowance for up to two seven-day supplies within a 60-day



period. The Opioid Risk Management program also adds other restrictions on opioid use, including:

- Placing a maximum dose of opioids that members may receive.
- Requiring that 90 percent of a prescription be used prior to any refill.

NMHC members who require extended use of opioids will require prior authorization (unless an existing authorization is already in place). When submitting prior authorization requests, remember to include copies of the patient's most recent visit notes, treatment plan, risk assessment, and opioid contract. In lieu of chart notes, assessment, or contract, a prescriber may also provide written certification that these specific safety instruments are in place.

---

### Free adult-immunization guide available

The Immunization Action Coalition (IAC) has published a new book, [Vaccinating Adults: A Step-by-Step Guide](#). This is IAC's long-awaited update to its 2004 guide and provides easy-to-use, practical information covering important how-to activities to help you enhance your existing adult immunization services or introduce them into any clinical setting, including:

- setting up for vaccination services.
  - storing and handling vaccines.
  - deciding which people should receive which vaccines.
  - administering vaccines.
  - documenting vaccinations (including legal issues).
  - understanding financial considerations and billing information.
- 

### Not just a health plan, but a plan for health

NMHC believes in the concept of patient-centered coordinated care. Our priorities are keeping our members healthy, lowering premium costs, and ensuring that the delivery of care is appropriate for the level of need and at the right time. As much as possible, we want to keep members working and productive and out of the emergency room or hospital. Our team of care coordinators, case managers, and medical directors are busy using claim and encounter data from our many sources to find out about members who need our help the most. We have many success stories and receive compliments every day from our members—your patients.

Following is a list of programs that we make available to your patients as our insured members. Call us at **1-844-691-9984** for more information, to add someone to one of our programs, or to learn more about these resources.

1. A benefit design that allows for zero-dollar generic medications for common chronic conditions. On average, **9,000 members per month use the zero-dollar generic benefit.**
  2. Remote home tele-monitoring, primarily for congestive heart failure and chronic obstructive pulmonary disease.
  3. One-to-one disease management RN coaching for asthma, diabetes, and hypertension.
  4. High-risk maternity case management.
  5. New-to-fill and late-to-fill communications for chronic-condition medications.
  6. Intensive care coordination post-discharge to prevent hospital readmission.
  7. Integrated nurse triage line and case management follow-up for high-risk issues.
  8. An excellent compendium of online consumer self-management tools from [A.D.A.M.](#), our online health resource, that includes a no-cost health risk assessment and the A.D.A.M. Online University.
- 



### New preventive health guidelines booklet available for you

Patients may become confused about the preventive care services they need, at what age they need to have them, and whether those services will be covered by their health plan. We have created a new layperson's guide for our members and contracted providers to use. *Preventive Healthcare: What*

*It Is and What Your Health Plan Covers* addresses:

- what preventive care is and why it is important to one's overall long-term health.

- which preventive care services are covered, which are not, and what is not considered preventive care.
- a comprehensive list of wellness exams, immunizations, pediatric preventive screenings, and health screenings and interventions for men, women, and children.
- links to additional information.

Find this handy guide at [mynmhc.org/provider-resources.aspx](https://mynmhc.org/provider-resources.aspx) under the *Forms, Lists, & More* heading.

---

### Cultural diversity and inclusion resources for providers

Cultural diversity and inclusion in healthcare describes the ability to provide care to patients with diverse values, beliefs, and behaviors, including tailoring healthcare delivery to meet patients' social, cultural, and linguistic needs. While doing this is challenging with all patients, for diverse patient populations it can be even more difficult due to language barriers, health literacy gap, and cultural differences in communication styles. Providers and health systems that strive to implement a cultural awareness of the people they serve often see improved health outcomes, increased respect, and mutual understanding from patients.

Visit [mynmhc.org/provider-resources.aspx](https://mynmhc.org/provider-resources.aspx) (scroll down to the bottom) for a collection of cultural diversity resources that could be valuable to your practice.

---

- Find our most recent fax blasts, back issues of our provider newsletter, and useful writable PDF forms on our [Provider Forms & Other Resources page](#).
- Do you have an idea for a newsletter article? [Email the newsletter editor](#).