

Please share this newsletter with all healthcare providers and administrative staff in your office.

Persevering in our mission amidst political change

Since the previous issue of *NMHC Provider Connection*, we in New Mexico unfortunately have had no greater clarity coming from Washington as to how we, as a nation, can best secure affordable and accessible healthcare coverage for our communities nationwide. If any clarity has been found, it is the unfortunate and perhaps cynical reality that scoring political “points” may often displace credible efforts to provide access to services among those of us challenged to remain in the highest state of health possible.

Nonetheless, while this background noise and confusion may be at best distracting and at worst a significant threat to the well-being of our patients and the sustainability of our clinical practices, we at NMHC continue

to put the well-being of your patients, our members, and your ability to serve their health needs at center of all we do. Not only do we dedicate extensive resources among our Medical Management teams to support your efforts daily; we also advocate, for the long haul, in Washington and Santa Fe, for a system of care delivery and financing that delivers healthier communities. For NMHC, the impending health policy decisions address the core of our communities’ economic as well as physical and mental health. With your continued support, collaboration, and tenacity, we are working even harder to secure this vision.

Mark Epstein, MD, MBA
Chief Medical Officer

Your feedback helps us improve

NMHC is providing an opportunity for clinicians to share their opinions about our programs and administration of the plan through our annual **Provider Satisfaction Survey**. An initial cover letter and survey was mailed to randomly selected members of our network around June 23. Recipients can respond to the survey online or by return mail. If you have not returned your survey by mid-July, the survey vendor will call you to complete the survey

over the phone. All surveys need to be completed by August 15.

If possible, we ask that the clinician addressed respond to the survey. We greatly appreciate your valuable feedback. If you have questions about the survey, please contact your Provider Relations representative or the Provider Services department at **(505) 404-1230**.

Member portal and app coming soon

In mid-summer, we will unveil a new member portal that’s easier to navigate and use. When members create an account and log in, they can:

- Check their plan benefits and find important plan documents
- Review their medical claims activity
- Search for a provider in our network
- View prior authorization status
- View and print their insurance ID cards
- Click on quick links to other important pages on our website

In addition, we have developed a free mobile app that offers all the portal’s features on the go. Members can find a link to the mobile app within the portal. Portal access is at mynmhc.org/my-account-login.aspx.

Pharmacy updates

Changes to the Pharmacy page of our website

On mynmhc.org/Formulary.aspx, we have added a section near the bottom of the page called *Pharmacy Notices for NMHC Providers*. In that section, you will find:

- A comparison between drugs covered under the OptumRx pharmacy benefit vs. those covered by the NMHC medical benefit, and an explanation of the differences
- Our drug safety report for Q1 2017

- Criteria sets for pharmaceutical treatment of chronic hepatitis C
- Clinical rationale and pharmacy criteria sets used to make medication determinations
- Utilization management program changes

You can also view the most current updates to our formulary, formulary alternatives, a list of covered tobacco-cessation products, and much more.

Updates to our formulary

Drug Name	Effective Date	Formulary Action
Incruse® Ellipta Inhaler	June 1, 2017	Added as a preferred brand
Lartruvo™ Injection 190/19ml	June 1, 2017	Added as a non-preferred brand (specialty), with prior authorization

High-cost medications

Public scrutiny of drug manufacturers' pricing of branded and generic medications has intensified. National and state lawmakers are busy crafting legislation to address drug pricing. Additionally, federal prosecutors are probing drug manufacturer pricing practices.

This month, we'd like to share information about fluocinonide 0.1% cream. The current cost may surprise you.

Prescribing suggestions:

- When fluocinonide cream is the drug of choice, consider use of the **0.05% generic product**, which costs 80 to 90 percent less than the branded, or generic fluocinonide cream 0.1%.
- If a very high-potency product is needed, consider use of **generic clobetasol** or **halobetasol**.

Brand Name	Generic Name	Package Size	Ingredient Cost
Vanos®	fluocinonide 0.1% cream	120 gm	Vanos: \$3,741 Fluocinonide (generic): \$2,335

The UNM Physician Access Line Service is your pal

The UNM Health Sciences Center Physician Access Line Service (PALS) is a consultation, transfer, and referral service. It is available 24 hours a day, 7 days a week, and can help providers who need to reach UNM physicians quickly. You may use PALS to speak to a UNM specialist when you have a patient who needs to

be seen quickly but cannot get an appointment, discuss a patient's care with a provider, or learn what the patient needs to do before seeing a specialist.

You may use PALS by calling **(505) 272-2000** within the Albuquerque area or **1-888-886-7257** toll-free.

Office manager's corner: Tired of paper claims? Send them electronically for free

We encourage all providers to submit their claims electronically for faster processing, earlier detection of errors, and reduced postage costs. Many online resources offer free electronic claim submission—for example, **Practice Mate™**, a program available through **Office**

Ally™ (officeally.com). Practice Mate allows you to submit your claims to NMHC and many other payors.

Signing up for free electronic claims submission is easy. Try it today!

Why participate in the New Mexico Health Information Exchange?

The New Mexico Health Information Collaborative (NMHC) administers the statewide **Health Information Exchange (HIE) network**. This centralized electronic exchange of information has proven significantly valuable to us, particularly for our members who purchased their insurance in the individual marketplace.

Many times, the only medical history we have about a member comes from HIE. The information there helps us determine which members are at greatest risk for admission or complications from a chronic illness before we ever have a claim from a current service provider. If a member has an admission, HIE information allows us to piece together what is often a fragmented history of various documented illnesses, from various providers at

various locations. It helps us develop an optimal plan of care.

As NMHC puts it, “Appropriate, timely sharing of vital patient information from unrelated healthcare organizations and systems, such as hospitals, provider groups, diagnostic service providers, pharmacies, and other stakeholders, can improve care coordination and treatment at the point of care, increasing quality, safety, and efficiency of healthcare delivery.”

We encourage all clinicians to participate in HIE. If you would like more information about it, contact Michelle Bowdich, Director of Outreach and Communications, at **(505) 938-9909** or **info@nmhic.org**.

Information on the web

We would like to remind you about our website, **mynmhc.org**. We include information about many topics of interest on our website. You can view and download information about the following topics on the website.

- The process to refer members to **case management**.
- The process to refer members to **disease management**.
- Information about **disease management programs**, including how to use the services and how NMHC works with a practitioner’s patients in the program.
- Information about NMHC’s **medical necessity criteria**, including how to obtain or view a copy.
- Information about the availability of staff to answer questions about **utilization management (UM)** issues.
- The toll-free number to **contact staff** regarding UM issues.
- NMHC’s **policy prohibiting financial incentives** for utilization management decision-makers.
- Information about NMHC’s **pharmaceutical management procedures**, including our drug list along with restrictions and preferences; how to use pharmaceutical management procedures; an explanation of limits and quotas; how practitioners can provide information to support an exception request; and NMHC’s processes for generic substitution, therapeutic interchange, and step therapy.

- A description of the process to review information submitted to support a **practitioner’s credentialing application**, correct erroneous information and, upon request, to be informed of the status of the credentialing or recredentialing application.
- NMHC’s **member rights and responsibilities** statement.

If you have any questions about accessing our website or if you would like more information, please call your Provider Relations Representative (see page 4 for a current directory). The most recent information about NMHC and our services is always available on our website.

The screenshot shows the New Mexico Health Connections website. At the top, there is a logo for 'new mexico health connections' and navigation links for 'HOME', 'FIND A PROVIDER', 'ABOUT US', and 'CONTACT US'. Below the logo, there are several dropdown menus: 'FOR PROVIDERS', 'FOR MEMBERS', 'SHOPPING NMHC?', 'FOR PRODUCERS', and 'STAYING HEALTHY'. The 'FOR MEMBERS' dropdown is open, displaying a list of links: 'ICD-10', 'Contracting With Us', 'Credentiaing', 'Provider Forms & Other Resources', 'Prior Authorization Requests', 'Pharmacy/Formulary', 'Provider Reimbursement Policy', and 'Provider Handbook'. The main content area features a large image of a smiling couple. Overlaid on the image is the word 'ABLE' in a yellow box, and below it, the word 'INSURANCE' in large black letters. At the bottom of the image, there is a yellow button that says 'SHOP & ENROLL'. To the right of the image, there is a list of links: 'Introduction', 'Contact Information', 'Quality Program', 'Credentiaing/Re-Credentiaing', 'Provider Roles & Responsibilities', 'Medical Management', 'Pharmacy', and 'Clinical Practice Guidelines'.

Health and wellness maintenance programs

NMHC occasionally offers programs for the purposes of medical management, wellness maintenance, and quality improvement over and above our standard plan benefits. These programs may allow for a reward, contribution, disincentive, or differential in medical, prescription drug or equipment copayments, coinsurance, deductibles, or costs; or a combination of incentives and/or disincentives for participation in any program offered or administered by NMHC or one of our partners. Discount programs for various wellness/health behaviors or insurance-related items and services may also be available from time to time. All discounts and services of this nature may change at any time, and NMHC does not guarantee that a particular discount or service will be available at any given time.

Examples of current programs we offer include:

- Our **Enhanced Diabetes Program** (offering no-cost diabetes testing supplies and continuing diabetes education classes) in partnership with OptumRx® and Johnson and Johnson.
- No-member-cost annual **diabetes digital retinal photography** through Vision Quest of Albuquerque and Assured Imaging of New Mexico.
- We are partnering with Canary Health™, a California-based online/digital health company, to offer no-cost **self-management classes** to our members with chronic conditions and prediabetes weight management.

For details about current programs with member discounts, please call us at **(505) 200-0403**.

NMHC Provider Relations staff directory

Note: The general Provider Relations fax number is 1-888-282-3483.

Name	Title	Phone	Fax	Email
Jeane Fowkes	Provider Relations Specialist	(505) 200-0416	1-866-311-7044	jeane.fowkes@mynmhc.org
Norma Ray	Provider Relations Specialist	(505) 847-4943	1-866-796-2312	norma.ray@mynmhc.org
Jessica Griego	Provider Relations Specialist	(505) 492-2073	1-800-504-6545	jessica.griego@mynmhc.org
David Flores	Senior Credentialing Specialist	(505) 633-8042	1-888-821-7596	david.flores@mynmhc.org
Amy Riddle	Credentialing Specialist	(505) 404-1208	1-800-947-8701	amy.riddle@mynmhc.org
Donna Martinez	Interim Director, Provider Services	(505) 404-1230	1-888-282-3483	donna.martinez@mynmhc.org