



## NMHC Provider Connection

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- Is it an appeal or a claim reassessment-adjustment request?
- New enhancement to electronic authorization tool
- Empower your patients with our shared decision-making tool

**Please forward this newsletter to all healthcare providers and administrative staff in your office.**

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### Shining a light on behavioral health issues, part II: A message from F. Kiko Torres, MD, Chief Medical Officer

Life expectancy in the U.S. decreased over the last two years in large part due to drug overdose and suicide. New Mexico had the 12th highest drug overdose death rate in the nation in 2016 and significantly higher rates of suicide than the national average. Given these figures, it is not surprising that life expectancy in New Mexico decreased even more than the U.S. rate, in large part due to drug overdose and suicide. These findings underscore a need to reevaluate how behavioral health services are offered in the U.S. and especially in New Mexico.

[Continue reading](#)

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### Please forward this newsletter to all office staff

We at NMHC work to make this newsletter useful to providers and their front- and back-office staff. Please take a moment to forward this email to anyone in your office who would benefit from reading it.

### Sign your staff up to receive the newsletter directly

To sign yourself or your staff up to receive this quarterly newsletter directly in your in-box, please send an email to [provider.newsletter@mynmhc.org](mailto:provider.newsletter@mynmhc.org) and give us the name, title, and email address of the person(s) who should receive the newsletter.

### Find the newsletter on our website

After we email every newsletter, we post it on the [Provider Forms & Other Resources page](#) (scroll down to the *Provider Newsletter* section). You can find current and back issues there.

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### New enhancement to electronic authorization tool

Our electronic authorization application, Identifi, has a new enhancement effective June 30. Users will be able to view authorization requests where the NPIs they have access to are listed as the Rendering or Attending providers in addition to Requesting. For details, please view [this slide deck](#).

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### Changes to controlled-substance prescriptions filled by OptumRx Home Delivery

OptumRx® is the pharmacy benefit manager for New Mexico Health Connections. OptumRx has developed a comprehensive strategy to address the opioid epidemic. As part of that strategy,

effective October 1, 2019, controlled-substance prescriptions for NMHC members filled by OptumRx Home Delivery **must be e-prescribed**.

In the coming months, OptumRx will be communicating details to providers and will also be notifying impacted members. Note: the requirement for e-prescribing applies only to prescriptions filled by OptumRx Home Delivery.



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### Opioid risk management program addresses overuse epidemic

NMHC, along with our pharmacy benefit manager (PBM), has implemented an opioid risk management program for our members. This program limits the dose and quantity of opioids member can receive. If a member exceeds the limitations, he or she must get prior authorization. In general, prior authorization can happen by providing a copy of the member's current treatment plan, a risk assessment evaluation, and a copy of the member's opioid contract. Prescribers may also attest to use of these specific tools. **Prescribers should fax prior authorization requests for opioids to OptumRx® at 1-866\*511-2202.**

On the [Provider Forms and Other Resources page](#) of our website under the *Opioid Risk Management Program* heading, you will find resources from OptumRx, CDC, and drugabuse.gov to help you manage your patients who are taking opioids.

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### Expansion to the Site of Care program

On September 1, 2019, NMHC will expand the Site of Care program to include additional infused medications. The program will also be mandatory when the site of care is in an outpatient hospital setting. Note: Providers will still be able to provide infusions to members in an office setting.

NMHC has partnered with BriovaRx® Infusion Services for the Site of Care program. Providers with members impacted by the program expansion will be notified by mail in July 2019.

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### Smoking cessation resources for your patients

If you are trying to help your patients stop tobacco use, we can help. On the [Smoking Cessation page of our website](#), you will find several helpful resources:

- A list of tobacco-cessation medications covered at no copay
- Facts and statistics about, and risks of, smoking; benefits of quitting
- How to deal with cravings while trying to quit
- Information on the state's Quit Now NM hotline and website
- A link to the CDC QuitGuide mobile app

The U.S. Preventive Services Task Force notes that the combination of medication plus behavioral counseling may increase the rate of success. NMHC supports both methods.



### Improve patient understanding with the right words

As a provider – or a back-office staff member – you understand how critical it is for patients to understand what you are trying to convey. Most of us are bombarded with information every day, and even well-educated and highly literate people sometimes struggle with understanding doctors' or medical assistants' directions. Also, many patients who come to your office may be experiencing a lot of stress, which impairs their ability to comprehend.

[This list of words to watch](#) from the Institute for Healthcare Improvement offers a handy guide (beginning on page 2) of problem words and simpler words to use instead. Post it in an area where all medical staff can see it and help improve your patients' health literacy by using familiar words.

## Empowering patient-provider relationships with shared-decision tools

How often do you find your patients confused by the complexity of their medical care and the decisions they are facing? Choosing a total joint replacement is often overwhelming for a patient. NMHC is taking action to help patients and providers make decisions together through the use of shared decision-making tools for total hip and total knee replacement surgeries.

*Shared decision-making* is a process in which clinicians and patients work together to make decisions and select tests, treatments, and care plans based on scientific clinical evidence that balances risks and expected outcomes with patient preferences and values. NMHC will send the total joint replacement shared decision-making tool to identified patients through the mail at the beginning of July 2019. The tool is also available on the [Member Forms](#) and [Provider Forms and Other Resources](#) pages of our website as well as in the Provider Portal.

Please use this tool to educate your patients about all treatment options available and to gain their confidence in their care plan and in their partnership with you. Making treatment decisions together creates the potential to make your clinical team stronger and to improve our collaboration with you!

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## Is it an appeal or a claim reassessment-adjustment request?

NMHC wants to process all your requests as quickly as possible. We know it can be confusing to know the difference between an **appeal** and a **claim reassessment-adjustment request**.

### When should I request an appeal?

If your claim submission has been denied, you may file an appeal, unless the claim was denied on timely-filing grounds.

### When should I request a claim reassessment-adjustment?

You can ask us to reassess or adjust your claim(s) in these cases:

- You are submitting a corrected claim.
- Your claim was denied on timely-filing grounds and you have proof of timely filing.
- Your claim was paid at the incorrect rate.

You cannot request an appeal for these cases.

### How do I submit a claim reassessment-adjustment request?

Please do not submit claim reassessment-adjustment requests to the Appeals Department. This will cause a delay in processing your request, as we will return the documents to you to follow the appropriate process.

Submit your claim reassessment-adjustment requests to: P.O. Box 211468, Eagan, MN 55121.

### Where can I find more information on claim reassessment-adjustment?

Please refer to the [Claims Submission and Payment section of the NMHC Provider Handbook](#) for an explanation of what is considered a claim reassessment-adjustment request. There are several examples for your reference.

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## Making patient care continuous and coordinated

Continuity of care is very important to doctors and patients. It not only allows an improved relationship with patients; it also enables doctor and patient to work together effectively to improve clinical outcomes.

Today, patients' health care needs rarely can be met by a single provider. More than ever, there is a need for considerable coordination and communication between multiple healthcare professionals. We've compiled some resources for you to use when considering how to improve the continuity and coordination of care.

- [AHRQ: Defining the Patient-Centered Medical Home](#)
- [Patient-Centered Primary Care Collaborative](#)
- [NCQA's Patient-Centered Medical Home Program](#)
- [AAFP: The Medical Home](#)

- [The Commonwealth Fund: Consistency, Continuity, and Coordination: The Three Cs of Seamless Patient Care](#)
- [Higher Primary Care Physician Continuity Is Associated with Lower Costs and Hospitalizations](#). Andrew Bazemore, MD, MPH et al. *Ann Fam Med* November/December 2018 vol. 16 no. 6 492-497.
- [Association between continuity of care in general practice and hospital admissions for ambulatory care sensitive conditions: cross-sectional study of routinely collected, person-level data](#). *BMJ* 2017; 356:j84
- [Does continuity of care improve patient outcomes?](#) Michael D. Cabana MD, MPH et al *J Fam Pract*. 2004 December; 53(12):974-980

## Help keep healthcare affordable: Refer patients only to in-network providers

Did you know that we have approximately **8,200 specialty providers** in our New Mexico and Texas service areas? You can locate a specialty practitioner on our website: [mynmhc.org/find\\_a\\_doctor.aspx](http://mynmhc.org/find_a_doctor.aspx). Use the *Specialty* drop-down menu and select the type of specialist you are seeking (see image at right).

### How to find in-network laboratory/pathology, radiology, and mammography service providers

On [mynmhc.org/find\\_a\\_doctor.aspx](http://mynmhc.org/find_a_doctor.aspx), you can find quick links to subsections of our entire provider directory: lab and pathology, freestanding radiology, and mammography providers.

***Please always refer your NMHC patients to the in-network specialists in the NMHC provider directory.*** This is especially important because your NMHC patients will pay much less out-of-pocket when referred to in-network specialists. Out-of-network specialists are not contracted with us and will bill your patient full charges. Help us keep healthcare affordable for your patients by always choosing in-network specialists.

We welcome new practitioners of all specialties into our network. If you are not contracted with us and would like to be, please go to [mynmhc.org/Working\\_With\\_Us.aspx](http://mynmhc.org/Working_With_Us.aspx), complete a Letter of Interest, and email it to us. We appreciate all you do for our members.

The directory is updated every 30 days. Need f

**Provider** **Facility**

**Provider Search**

By Specialty

Provider Type  
Any Type

Specialty  
Any Specialty

Hospital Affiliation  
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Medical Group

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