

Provider Newsletter



Amerigroup Community Care
providers.amerigroup.com/NM
Dedicated Service Unit: 1-866-805-4589

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Quarter 1

Coordination of care

Coordination of care among providers is the key to good treatment and Amerigroup Community Care continues to stress the importance of regularly communicating with your patients' other health care practitioners. This includes PCPs and medical specialists, as well as behavioral health practitioners. Remember, working together ensures appropriate diagnosis, treatment and referral.

Provider manual

The provider manual contains everything you need to know about us, our programs and how we work with you. For the most up-to-date information, we encourage use of the manual available at providers.amerigroup.com/NM under Provider Resources & Documents > Manuals and Referral Directories.

More than a score: working together to achieve better health outcomes while meeting HEDIS measures

We know you've heard of HEDIS, established by the National Committee for Quality Assurance (NCQA). We send you report cards, letters and reminders about members overdue for services related to HEDIS measures — you might even be eligible for incentive payments when helping members get these important services.

But it's not just about the scores. It's about the woman whose Pap smear led to early detection and treatment of her cervical cancer. Or the toddler who didn't get whooping cough during last year's outbreak because he got his shot on time. Or the grandfather who kept up with cholesterol screenings and avoided another heart attack.

We thank you for giving our members the highest quality care possible. Working together to meet these benchmarks, we

HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA). Amerivantage is an HMO plan with a contract with the New Mexico Medicare program. Enrollment in Amerivantage depends on contract renewal.

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have the best chance of improving our members' health outcomes and, ultimately, their quality of life.

Our benchmarks for clinical performance and service satisfaction

Healthcare Effectiveness Data and Information Set (HEDIS) — A program developed by the NCQA to measure performance on important dimensions of care and service. Altogether, HEDIS consists of 80 measures across five domains of care.

Consumer Assessment of Healthcare Providers and Systems (CAHPS) — A survey evaluating member satisfaction with care and services received over the past six months by questioning a random sample of plan members on their doctors and the health plan.

Provider Satisfaction Survey — An annual survey to find out what you, our providers, think we're doing well and what we can do better in several capacities, including communication and technology, claims processing, and customer service.

HEDIS, CAHPS and the Provider Satisfaction Survey results help us identify areas of strength and areas where we need to focus our improvement efforts. We use the results to:

- Measure our performance against our goals
- Determine the effectiveness of actions we implemented to improve our results

Our Quality Improvement Program

When it comes to quality, we're guided by:

- Results-based studies conducted by our Quality Improvement program team
- Sound advice from internal and external experts
- National standards set by NCQA
- Current research that informs the criteria we use
- First-hand experience of case managers who know our members' needs

Our comprehensive program:

- Adheres to HEDIS standards and measures our progress to meet annual goals
- Objectively monitors and evaluates the care and services our members receive
- Plans studies across the continuum of care and service to ensure ongoing, proactive evaluation and refinement of our program
- Reflects the demographic and epidemiological needs of each population served
- Encourages both members and providers to recommend improvements
- Identifies ways we can promote and improve patient safety

CAHPS is a registered trademark of the Agency for Healthcare Research and Quality.

Share it with your team

The provider newsletter contains important information for you, as a provider, as well as members of your team. When you receive the latest edition, please take a moment to share the information with your staff. Recent editions of the provider newsletter are available online on the provider website at providers.amerigroup.com/NM under Provider Resources and Documents > Newsletters.

New collection agency partnership

The Amerigroup Cost Containment Unit (CCU) has partnered with third party collection agency, Lamont, Hanley & Associates, Inc. (LHA) to assist in the recovery of overpayment refunds.

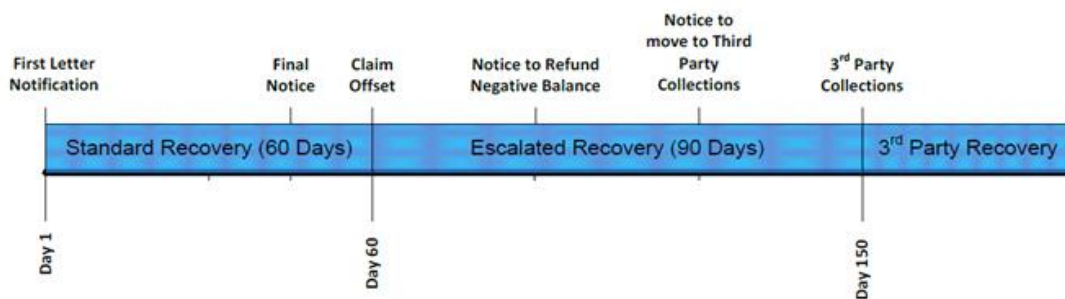
Lamont, Hanley & Associates, Inc. is a New Hampshire-based, nationwide debt collection agency with a long history of providing excellent collection services for the parent company of Amerigroup. LHA was chosen due to its philosophy of “customer service approach to collections,” a value we identify with and one that is critical in ensuring a successful collaboration, understanding the sensitivity of releasing a collection agency in our provider networks.

A brief excerpt from LHA...

Our methodology incorporates sales techniques with financial guidance to provide your customers with a program that results in clearing their balance in a non-confrontational, business-like manner. This process results in a higher liquidation and maintains a professional image for our company and our clients. We combine this with our collectors’ abilities to resolve disputes and expedite files, making us unique in the collection industry.

The CCU claim collection life cycle will include three phases:

- A standard recovery process requesting refunds from providers
- An escalated recovery process which attempts to obtain check refunds from the providers for any offsets not satisfied by the 60th day following a negative balance adjustment
- Lastly, a third party recovery process initiated by LHA if claims are not successfully fulfilled during the escalated recovery process



Your market is already live and this notification is to inform you of the role LHA plays in the collection process. If you have questions about this communication, received it in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services toll-free at 1-800-454-3730.

24/7 tools available online

In partnership with Availity, we make it easy for you to take care of business on your schedule. With a single sign-on using your Availity credentials, we offer the following tools for providers:

At providers.amerigroup.com/NM, you can:

- Request precertification and look up requirements
- Download your panel listings
- File and check claims appeals
- View important updates, download a copy of our Provider Manual and access forms and documents for both you and your patients

At Availity.com, you can:

- Submit and check the status of claims
- Verify real-time member eligibility and benefits
- Easily navigate back to the Amerigroup provider self-service website to use the additional tools available there

For training, visit Availity.com and select Availity Learning Center under Resources in the top bar. From here, you can sign up for informative webinars and even receive credit from the American Academy of Professional Coders for many sessions.

For any questions or additional registration assistance, contact Availity Client Services at 1-800-282-4548, Monday through Friday, 8 a.m. – 7 p.m., Eastern time.