

Provider News Bulletin



Amerigroup Washington, Inc.

<https://providers.amerigroup.com/wa>

Medicaid providers: 1-800-454-3730

Medicare providers: 1-866-805-4589

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American Red Cross Annual Heroes Breakfast

On March 14, 2017, Amerigroup Washington, Inc. proudly sponsored the American Red Cross Annual Heroes Breakfast. This inspiring event brought together over 500 community leaders to celebrate local individuals who became heroes. They include construction workers who jumped into Lake Washington to rescue and resuscitate a toddler; a young boy who calmly called 911 to save his grandmother's life; and first responders and a maintenance worker who entered a West Seattle apartment building engulfed in flames and knocked on doors to save lives. This event reminds us that ordinary people can accomplish extraordinary acts of courage.

Amerigroup Plan President and American Red Cross Board member Daryl Edmonds hosted a table of prominent community leaders.

WA-NL-0066-17



Left to right: Daryl Edmonds, Amerigroup; Sukanya Pani, deputy director of Seattle Jobs Initiative; Dorothy Wong, executive director of Chinese Information Service Center; Bridgette Hempstead, founder and executive director of Cierra Sisters; Kay Knox, CEO of Within Reach; David Escame, Amerigroup; and Kathleen Boyle, Amerigroup

Behavioral Health Provider Data Capture Initiative



To help serve our members' behavioral health needs, we are looking to identify areas of expertise or services among our contracted Behavioral Health providers, for which you are licensed and have at least two years of clinical experience. The information collected will be used to help us, members and providers locate services for members more efficiently.

To make collection of this information easy, we have created a short online survey. All you need to do is follow the link and instructions below.

The online survey may be found at:

<https://www.surveymonkey.com/r/WABHPrac-Grp>.

We ask that you complete the survey by July 31, 2017, as your response is critical in helping us match your services to our members' needs.

If you have questions about completing the survey or if you would like a paper copy of a survey, please contact your local Provider Relations representative.

WA-NL-0069-17

Beginning in April: Access Patient360 directly through the Availity Web Portal

In mid-April 2017, Amerigroup Washington, Inc. is making it even easier for you to access Patient360 by giving you two navigation options within the Availity Web Portal. You'll still be able to access Patient360 through our secure self-service website; however, we will also offer you the opportunity to easily access records for your Washington Apple Health and Amerigroup Amerivantage (Medicare Advantage) members when you are checking member eligibility and benefits in the Availity Web Portal.

About Patient360

Patient360 is a real-time dashboard that gives you a robust picture of your Washington Apple Health and Amerigroup Amerivantage patients' health and treatment history as well as helps you facilitate care coordination. You can drill down to specific items in a patient's medical record to retrieve demographic information, care summaries, claims details, authorization details, pharmacy information and care management-related activities.

Accessing Patient360 within the Availity Web Portal

You must first be assigned the Patient360 role in the Availity Web Portal; administrators can make this assignment within the *Clinical Roles* options. Then, navigate to Patient360 using one of the methods outlined below:

- Method one:
 - Select **Patient Registration** from the top menu bar in the Availity Web Portal.
 - Choose **Eligibility and Benefits**.
 - Complete the required fields on the *Eligibility and Benefits* screen.
 - Select the **Patient360** link on the member's benefit screen.
 - Enter the member's information in the required fields.
- Method two:
 - Select **Payer Spaces** from the top menu bar in the Availity Web Portal.
 - Choose the **Amerigroup Washington, Inc.** tile.
 - Select **Patient360** located on the *Applications* page.
 - Enter the member's information in the required fields.



Registering for the Availity Web Portal

To gain access to the Availity Web Portal:

- Go to <https://www.availity.com>.
- Select **Register**.
- Select **Get Started**.
- Complete the online registration form.

For assistance

If you have questions about Patient360, contact your local Provider Relations representative. If you have questions about registering for the Availity Web Portal, contact Availity Client Services at 1-800-282-4548.

WA-NL-0073-17

Washington Link4Health Clinical Data Repository

The Washington Link4Health Clinical Data Repository (CDR) is a patient-centric database designed to help care teams of Washington Apple Health managed care enrollees gain a more comprehensive understanding of their patients' medical histories. If you are required to participate in the first stage of the CDR rollout (e.g., you are contracted with an MCO, you treat Washington Apple Health managed care enrollees and you have a 2014 certified electronic health record), you are eligible to participate in the incentive program described below.

The Washington Health Care Authority and OneHealthPort (OHP) are working together to explore ways of removing barriers to participation in the CDR. As part of this effort, OneHealthPort is offering a one-time health information exchange (HIE) subscription discount for providers who meet specific criteria.



Providers who are required to participate in the first stage of the CDR rollout and who meet the following criteria will receive a one-time discount of \$600 off of their annual HIE subscription. \$150,000 in incentive dollars is available. The incentive will be issued to providers on a first come, first-serve basis, up to the \$150,000 limit.

Incentive criteria:

- Send care summaries (C-CDAs) to the CDR for all Medicaid encounters using the production system by June 1, 2017.
- Send C-CDAs to the CDR with the following components able to parse:
 - o Problems
 - o Procedures
 - o Medications
 - o Allergies
 - o Labs
 - o Vital signs
 - o Immunizations
- Continue to submit C-CDAs for all Medicaid encounters — For purposes of paying the incentive, OHP will consider the criteria satisfied after 30 days of ongoing submissions.

Until October 1, 2017, the provider is not obligated to correct and resubmit to the CDR patient records that fail due to matching errors.

To get started with the CDR, visit www.onehealthport.com/hca-cdr.

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Pain management resources

University of Washington (UW) Medicine and the Health Care Authority have partnered to offer new, free pain management resources for community-practice providers. These resources will help equip more providers to treat patients with challenging chronic pain problems. Resources offered are:

- The UW Medicine Pain and Opioid Consult Hotline for Clinicians for “just in time” advice — This resource is available for the clinician in the exam room or in the office who is about to see a patient with complex chronic pain problems, especially those involving opioid management. Pain pharmacists and physicians are available to offer advice on guideline adherence, drug-drug interactions and risks, approaches to dose tapering, and, when needed, suggested referral resources for more help.
 - o Phone: 1-844-520-PAIN (7246)
 - o Hours: 8:30 a.m.-4:30 p.m., Monday-Friday
- UW TelePain for in-depth multidisciplinary educational consultation — These weekly audio/video-based conferences offer providers case presentations from community clinicians and interactive consultations with a multidisciplinary panel of specialists. Cases are usually scheduled for discussion within a week. Learn more about the sessions at <http://depts.washington.edu/anesth/care/pain/telepain>.



WA-NL-0076-17

Additional information on ClaimCheck® upgrade to ClaimsXten™

Amerigroup Community Care previously announced plans to upgrade from ClaimCheck® to the ClaimsXten auditing system in the second quarter of 2017.



This upgrade will continue to ensure claims auditing remains consistent with accepted industry coding standards. However, claim results may present differently than those processed in the earlier software even though the end result is the same.

The new software uses a set of explanation codes that differ from those currently in use. Along with the new explanation codes, any updated associated descriptive text will display on the provider *Explanation of Payment (EOP)* or *Clear Claim Connection* explaining the edits applied to the submitted claim, just like today.

You may notice another difference on the *EOP* when ClaimsXten applies an edit based on the number of units billed. Currently, claims receiving an audit due to units that exceed the maximum allowed are displayed on two separate lines. The new software will still show separate lines for claims with less than 100 units, but claims with units billed greater than 100 will be displayed on a single line showing the reimbursement amount and the number of allowed units.

If you have questions regarding ClaimsXten edits you receive on your *EOP*, please call Provider Services at 1-866-805-4589 and select the appropriate prompt.

ClaimCheck and ClaimsXten are registered trademarks of McKesson Technologies Inc. and McKesson Health Solutions LLC, respectively.

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