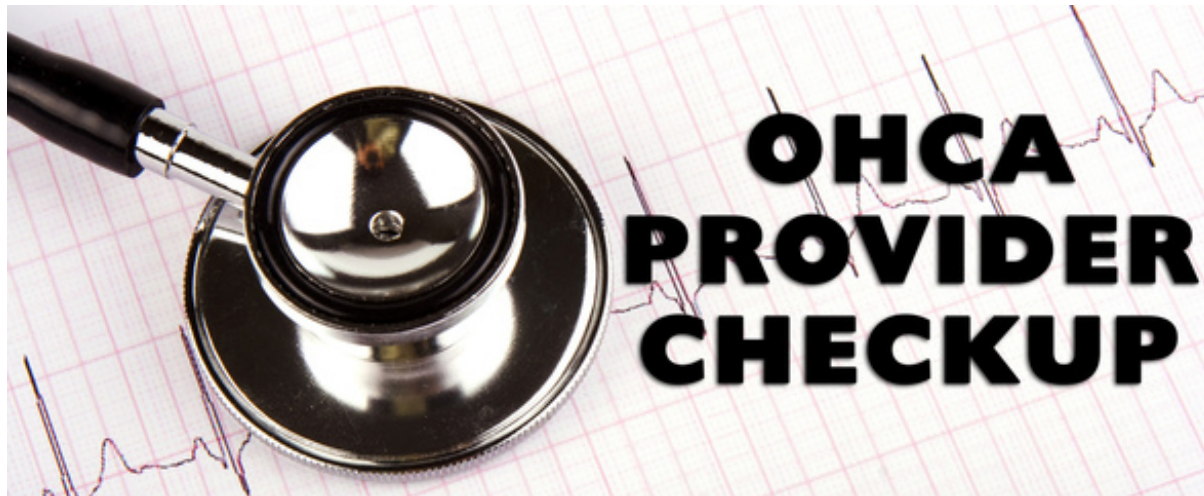




OHCA Provider Checkup – Fall 2014, Volume 1

Oklahoma Health Care Authority sent this bulletin at 09/24/2014 08:48 AM CDT

OHCA Provider Checkup – Fall 2014, Volume 1



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New look, new name

Welcome to Provider Checkup - the all-new OHCA SoonerCare provider newsletter!

We're making changes at the Oklahoma Health Care Authority, which includes the way we handle our communications. Starting with this issue, Provider Checkup will only be available electronically.

Another important change is the newsletter will be released bi-monthly instead of quarterly. This enables you to receive the news you need in a more timely fashion.

You'll notice several more changes as you continue reading. We believed a little surgery was in order, so to speak, and think you'll be happy with the results.

2014 Fall Provider Training Workshops



You and your staff are invited to attend the Fall 2014 SoonerCare Provider Training Workshops hosted by the OHCA and HP Enterprise Services. Visit our [registration page](#) to signup today!

Training Workshops locations and dates:

Tulsa	September 23 & 24
Lawton	October 8
Durant	October 16
Oklahoma City	October 22 & 23

The following workshops are available this session:

Navigating OHCA Public Website

Recommended Audience: All SoonerCare providers (and billing staff)

Description: This class assists providers in navigating the OHCA public website. It covers the Individuals, Providers, Research and Statistics, and About Us tabs. This includes where to find provider and member updates, billing manuals, policy, forms and much more. Providers are also given instruction on how to sign up for Web Alerts.

OHCA Medical Authorizations

Recommended Audience: All SoonerCare providers, including primary care providers (PCPs) who will be submitting prior authorization requests for: DME (CPAPs, oxygen, enteral nutrition, insulin pumps, etc.); in-patient (IP) spinal surgeries, sleep studies, replacement eyeglasses, etc.

Description: This class explains the Medical Authorizations Unit's (MAU) prior authorization process for both durable medical equipment (DME) and surgeries. The presentation covers required forms, how to complete the forms (with detailed examples of DME items), spinal surgeries for IP facilities and IP physicians, oxygen, eyeglasses, amendments, the MAU webpage, how to access our notes, the current status of your request and FAQs.

OHCA Policy

Recommended Audience: All SoonerCare providers (and billing staff)

Description: The OHCA Policy unit updates providers on permanent and emergency rule changes that went into effect this year. Topics of discussion include, but are not limited to, cost sharing, durable medical equipment, dental and behavioral health.

OHCA Specialized Therapy Management Quality Assurance Program

Recommended Audience: Any therapy-related health care providers (occupational therapists, physical therapists and speech therapists) and their support staffs

Description: An overview of the reasons for the Specialized Therapy Management Quality Assurance Program, including a comprehensive review of the prior authorization process, OHCA requirements and associated clinical policies.

Prescriber Policy Update: Medications, Opioid Painkillers and Narcotics, and the Prior Authorization

Recommended Audience: All SoonerCare medication prescribers (physicians, physician assistants, nurse practitioners, nurses, pharmacists) and staff who are part of prescribing medications, including the prior authorization process

Description: An overview of the prescribing of painkillers and narcotic opioids is discussed. This includes best practice recommendations, a review of the prescription monitoring program (PMP), and quantity limits that have been imposed on painkillers. The prior authorization (PA) process will be reviewed with a look at the forms required and some specific PA criteria. The class also covers recent changes to the Pharmacy Lock-In Program as well as medication therapy duplication.

Provider Enrollment/Contracts

Recommended Audience: All SoonerCare providers (and billing staff)

Description: The class explains how to update and maintain your provider file as well as how to create a new contract or renew a contract. There is specific information for managed care providers and behavioral health providers in a medical clinic. The class also covers OHCA's new "Going Green" initiative.

SoonerCare Basics and Beyond

Recommended Audience: All SoonerCare providers

Description: The class reviews current procedural and billing aspects of the SoonerCare program. It includes recent policy changes and information about OHCA's "Going Green" initiative. Topics covered include SoonerCare Traditional, SoonerCare Choice, Insure OK and other SoonerCare programs. The class reviews billing aspects of the new Provider Portal regarding eligibility, claims submission/resolution, Third Party Liability, co-payments and timely filing. NOTE: information covered is not provider type specific.

Tobacco Cessation in Oklahoma

Recommended Audience: Physicians, PAs, nurse practitioners, nurse midwives, OSDH nurse practitioners and RNs and FQHC nurse practitioners and RNs, as well as office managers and billing staff who work with these types of providers

Description: The class has three objectives related to tobacco cessation. The first is to educate providers on tobacco cessation best practices and specifically the 5 As counseling methodology. The second is to teach providers about SoonerCare's tobacco cessation benefit and how to bill and document appropriately. The third is to familiarize providers with the Oklahoma Tobacco Helpline as a free resource for their patients.

Pass it on!

OHCA works to keep providers and their staff informed about the latest happenings in SoonerCare. Be sure to check that all health care providers, administrative staff, business departments and other appropriate parties have access to this E-newsletter by forwarding it today!

Information contained within is subject to change. Be sure to check OHCA Provider Letters, Global Messages and Web Alerts at www.okhca.org for the most up-to-date information.

IMPORTANT POLICY UPDATE

On July 1, 2014, the OHCA Board took action to reduce the costs of SoonerCare, in order to balance our budget for state fiscal year 2015. This included a number of policy changes that were set to take effect July through October. Among these are agency rules at [OAC 317:30-5-56](#), which were amended to reduce/deny payment for preventable hospital readmissions that occur within 30 days from discharge. These changes were to begin October 1, 2014.

While OHCA continues to work on issues related to hospital readmissions, there will be no changes effective on October 1. This is a temporary delay, and a new effective date will be announced as soon as possible.

The current policy reviews readmissions occurring within 15 days of prior acute care admissions or a related condition to determine medical necessity and appropriateness of care. If it is determined that either or both admissions may be inappropriate, payment for either or both admissions may be denied.

Insure Oklahoma receives extension



OHCA got very exciting news that [Insure Oklahoma](#) (IO) has received another one-year extension from the federal government and will be operational through December 31, 2015 and hopefully beyond. OHCA will continue to promote IO as an effective solution to the health care needs of thousands of low-income Oklahomans. OHCA looks forward to rking with Oklahomans, small businesses, brokers, agents and media outlets to ensure that folks

are well informed about program eligibility and benefits, as well as how to sign up for coverage.

No eligibility guidelines, benefits or requirements will change from the current program. As is the case today, the employer-sponsored plan (ESI) remains available for qualified small businesses with fewer than 99 employees whose family income is at or below 200 percent of the Federal Poverty Level (FPL). Eligibility criteria for the individual plan (IP) remains at 100 percent of FPL. Existing copay requirements remain the same.

For all applications and listing of qualified health plans, please contact your local health insurance agent. For more information or if you don't have a health insurance agent, please call **888-365-3742** or visit www.insureoklahoma.org.

OHCA is going “green”

OHCA is pleased to announce its new “green” provider notification process. In going “green,” OHCA will offer providers the option of three paperless sources of communication. These options are:

1. **Email Notification.** Provider letters will be sent directly to your email address.
2. **Web Alerts.** A website banner on the [OHCA Provider Portal](#) (secure site) will notify you of newly-posted letters and include links to those letters.
3. **Fax Blasts.** This option is for those providers wishing to opt out of email messages. Communications will be sent to the provider's fax number.

Please verify or update your provider contact information by logging in to the OHCA secure site and following these instructions:

- Select “update provider file.”
- Verify your information; make corrections or changes as allowed.
- Click the “submit” button.

Pharmacy

Coming soon: quantity limits on short-acting opioids **Just remember - "No more than four"**

SoonerCare is engaged in an effort to reduce the misuse of prescription drugs, which is currently a serious public health concern. A quantity limit will be implemented on short-acting, oral opioid medications. Quantities for these medications will be limited to a maximum of 120 units for a 30 day supply.

Facing lice head on

As Oklahoma children go back to school, SoonerCare is reminding providers about covered over-the-counter (OTC) treatments for lice to assist in management of an expected increase in head lice transmission.

OTC treatments for lice are a covered benefit for all SoonerCare members without prior authorization, although a prescription is required for coverage. The covered OTC products include generic Nix® products (permethrin 1%), and all products include a nit comb, which should be used along with supplemental measures (e.g., washing bedding and clothing in hot water, etc.) to help ensure the initial treatment of lice is effective and to avoid re-infestation. Prescriptions for covered OTC products may be written as "SoonerCare covered generic Nix® product," and the quantity to dispense may be written as "4 ounces for a 7 day supply."

Patient's Name: Suzie SoonerCare **DOB:** 1/1/1990 **SoonerCare ID:** 123456789

Rx: SoonerCare covered generic Nix® product

Disp: # 4 ounces for a 7 day supply

Sig: Use as directed on package.

Refills: 1

Prescriber's Signature _____ Date: _____

Prescriber's Name: Trapper John, M.D. Prescriber's NPI: 9876543210

Protect them. Immunize them.

The rising costs of vaccines are an issue for providers and patients nationwide.

The combination of high dose costs, the number of vaccines requiring multiple doses, record keeping and costs associated with vaccine storage is resulting in losses for many providers. So much so that some providers are reducing the scope of required childhood immunizations they offer, while others are choosing to opt out of vaccinating children altogether.

This leaves parents with fewer opportunities to protect their children from serious but preventable illnesses. This year alone, the Centers for Disease Control and Prevention (CDC) reported an alarming number of confirmed measles cases in the United States. There has never been a more critical moment in recent years to ensure that our most vulnerable population get the protection they need.

Immunizations for children (age 0-20) enrolled in SoonerCare are covered through the Early Periodic Screening, Diagnosis and Treatment (EPSDT) program. SoonerCare providers who participate in



[Vaccines For Children Program](#) (VFC) get the immunizations free of charge and are paid for the administration fee.

Adults need immunizations, too!

SoonerCare covers vaccinations for adults according to CDC Advisory Committee on Immunization Practices (ACIP) guidelines. Vaccine coverage is for our aged and disabled populations and some pregnant women. Recent changes in co-pays for SoonerCare members have resulted in a patient responsibility of \$4 per date of service. This copay amount also applies to adult IO members.

Per OHCA policy (317:30-5-14), "Immunizations for children. An administration fee will be paid for vaccines administered by providers participating in the Vaccines For Children Program. For vaccines administered as part of the Vaccines For Children Program, only one administration fee is permitted per vaccine, regardless of the number of vaccine/toxoid components in the vaccine. Payment will not be made for vaccines covered by the Vaccines for Children Program. When the vaccine is not

included in the program, the administration fee is separately payable." Please contact OHCA's Provider Helpline at 1-800-522-0114 and select option 1 for any billing issues related to childhood immunizations.

Encourage childhood immunizations for your patients. Download our new [childhood immunizations flier](#) and [poster](#) for your practice today!

****Get the CDC's 2014 Adult Immunization Schedule [here](#).**

Oftentimes, just getting to the doctor can be a barrier to proper vaccination. **Did you know [SoonerRide](#) is available to help members with transportation for scheduled appointments?** Access the printable [SoonerRide brochure](#) for SoonerCare members at www.okhca.org (a [Spanish version](#) is also available).

Sources:

1. Rosenthal, E. [The Price of Prevention: Vaccine Costs Soaring](#). The New York Times. July 3, 2014.
2. Seward, J. [Suspect Measles and Act Fast](#). Medscape. July 28, 2014.
3. Fryhofer, SA. [Adult Immunization Retake: Lost Opportunities for Protection, Shared Responsibility](#). Medscape. Feb. 25, 2014.
4. Fryhofer, SA. [The 2014 Adult Immunization Schedule: What Has Changed?](#) Medscape. Feb. 4, 2014.

Five easy, effective steps to help eliminate tobacco

The [5 As](#) method is used to help patients quit tobacco. The 5 As are: Ask, Advise, Assess, Assist and Arrange.

Ask

- Program a reminder into your [EHR](#) system to screen for tobacco use.
- Use the standardized multiple-choice question to ask patients about tobacco use status.
- Record tobacco use status as a vital sign in the patient record (Fiore 1995).

Advise

- Advise all tobacco users to quit using tobacco.

Assess

- Assess willingness to make a quit attempt.
- Refer to a calendar to help the patient choose a specific quit date.

Assist

- Write out a “Prescription to Quit,” including a quit date and cessation resources (e.g. 1-800-QUIT NOW, www.OKHelpline.com).
- Fax a referral to the quit line while the patient is in the office. Referral forms can be found at www.okhca.org/OHFR. Contact melody.bays@okhca.org for a customized fax referral form.
- Sign a “Quit Contract” between patient and clinician.
- Provide a patient diary or phone application for recording smoking triggers prior to quitting or problems and success after quitting.

Arrange

- Arrange a follow-up appointment.

The 5 As can be of particular benefit to pregnant women. Here are some additional tips for using this method to help pregnant women stop smoking:

- Ask the patient about her tobacco use at first prenatal visit, document it as a vital sign, and track smoking status at every visit.
- Advise patient to stop using tobacco.



- Assess the patient's willingness to quit.
- Assist with a cessation plan by providing support, self-help materials, and problem-solving techniques, and by helping to identify other sources of support.
- Arrange follow-up to monitor smoking status and provide support.

5 As tobacco cessation counseling is reimbursable. More information can be found on our [website](#), or by contacting melody.bays@okhca.org.

*[5As Documentation Form \(CH-18\)](#) is available on the OHCA public website.

NEW smoking cessation benefit changes

Prior authorization for coverage of smoking cessation medications has been eliminated. Therefore, these pharmacotherapy products are available to members for up to 180 days with a prescription. In addition, all smoking cessation medications are no longer subject to copay.

SoonerCare offers prescription coverage for nicotine replacement products when medically appropriate.

Products such as:

- Nicotine patches, gum, lozenges and inhalers;
- Zyban; and
Chantix

If you have pharmacy-related questions, please call 800-522-0114 or email pharmacy@okhca.org.

Behavioral Health

Health Homes

OHCA is collaborating with the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS) to submit a State Plan Amendment (SPA) for approval of Health Home (HH) services. Health Homes are a Medicaid State Plan option for states to coordinate care for people with Medicaid who have chronic conditions. HHs are created to promote enhanced integration and coordination of primary, acute, behavioral health, and long-term services and supports for persons across the lifespan. The target population for Oklahoma is individuals with serious mental illness (SMI) and serious emotional disturbance (SED). The State is proposing per member per month (PMPM) HH care coordination rates that are all-inclusive of primary care and behavioral health care coordination services for each HH enrollee. States cannot duplicate services covered under the Health Home rate. For example, targeted case management, medication training and peer-to-peer support will no longer be billable if an individual is enrolled in a HH. The state is also proposing an

outreach and engagement fee payable to the HH for up to three months while the HH is attempting to engage the client in HH services.

OHCA will initiate a procurement process using a request for proposals to select HH providers.

Psychosocial rehabilitation changes

Effective August 1, 2014, outpatient behavioral health rules are amended to add eligibility criteria required in order to receive psychosocial rehabilitation (PSR) services.

Adult PSR services are limited to members with a history of psychiatric hospitalization or admissions to crisis centers; those who have been determined disabled by the Social Security Administration for mental health reasons; those who are residing in residential care facilities; or those who are receiving services through a specialty court program.

Children's PSR services are limited to members with a history of psychiatric hospitalization or admissions to crisis centers; those who have been determined disabled by the Social Security Administration for mental health reasons; those who have a current Individual Education Plan (IEP) or 504 Plan for emotional disturbance; or those who have been evaluated by a school psychologist, licensed psychologist, or psychiatrist and determined to be "at risk".

Narrowing the eligibility criteria for PSR services corresponds with the federal definition of rehabilitative services found in 42 CFR 440.130(d), which defines them as "any medical or remedial services recommended by a physician or other licensed practitioner of the healing arts...for maximum reduction of physical or mental disability and restoration of a beneficiary to his best possible functional level." The revisions are intended to prevent ODMHSAS from exhausting its state appropriated dollars required to maintain the state's Medicaid behavioral health program.

Living Choice needs YOU!

The Oklahoma [Living Choice Project](#) is a Home and Community-Based Services (HCBS) waiver that promotes community living for adults who have disabilities or long-term illnesses.

OHCA is the lead state agency in the Living Choice Project and encourages SoonerCare providers to participate. See how Living Choice is changing lives across our state in our brand new [video](#), and then learn how you can help by calling 888-287-2443 or sending an email to info@oklivingchoice.org.

**Note: Waiver programs, including Living Choice, have not been impacted by OHCA's recent budget reductions.*

Reach Out and Read is prescription for success

There's a new push to foster early literacy skills among children ... and it's from physicians!

The [American Academy of Pediatrics](#) (AAP), which has historically supported breastfeeding and limited screen time for babies and toddlers, has recently issued recommendations for young children in regards to reading. AAP's new guidelines reinforce the concept that reading aloud to young children (newborn through 5 years-old) helps them to develop their vocabulary and other important communication skills. The association declares literacy promotion as an "essential" part of child health care and, as such, has committed to ensure that doctors, parents and caregivers have the information and books they need to help children succeed. (Read the [full policy statement](#))



AAP has recognized [Reach Out and Read](#) as a model for increasing early childhood language skills. Founded in 1989, Reach Out and Read is an evidence-based nonprofit organization of medical providers who promote early literacy and school readiness in pediatric exam rooms nationwide by giving new books to children and advice to parents about the importance of reading aloud.

[Reach Out and Read Oklahoma](#) serves approximately 30,327 children (age 6 months through 5) at more than 40 clinic locations, distributing some 52,380 books annually. To learn more about the program or to get involved, please contact State Director Lori Lake at 405-278-6978 or lori.lake@smartstartok.org.

Dates to Remember

October 8 [Drug Utilization Review Board Meeting @ OHCA](#)

October 9 [OHCA Board Meeting @ OHCA](#)

November 4 [Tribal Consultation Meeting @ OHCA](#)

November 12 [Drug Utilization Review Board Meeting @ OHCA](#)

November 13 [OHCA Board Meeting @ OHCA](#)

November 20 [Medical Advisory Committee Meeting @ OHCA](#)

New on OKHCA.org

Here's a brief look at news and updates recently published on our [OHCA website](#). Please follow the appropriate links for more in-depth information.

[Provider Letters](#)

Date	Subject	Description
8/18/2014	2014-43	LARC Final
8/14/2014	2014-41	Therapeutic Foster Care Policy
8/14/2014	2014-40	Outpatient Behavioral Health
8/14/2014	2014-34	Genetic Testing Policy Changes
8/14/2014	2014-33	Insure Oklahoma Policy Chang-
8/14/2014	2014-32	Inpatient Psychiatric Policy
8/14/2014	2014-31	School Based Services Policy
8/14/2014	2014-30	Administrative and Billing Poli-
8/14/2014	2014-29	Waivers, PACE, HAN Policy
8/14/2014	2014-28	Tobacco Cessation Counseling
8/14/2014	2014-27	Pharmacy Policy Changes Final
8/14/2014	2014-26	Nursing Home Policy Changes
8/14/2014	2014-25	Hospital Policy Changes Final
8/14/2014	2014-24	Tuberculosis Policy Clarification
8/14/2014	2014-23	Revisions to DME Rules Final
8/14/2014	2014-22	Revisions to SoonerCare Dental Final
8/14/2014	2014-20	Blood Glucose Supplies
7/24/2014	2014-36	Urine Drug Screening – Effec-
7/24/2014	2014-13	Therapy-Related Parental Par-
7/23/2014	2014-47	Eyeglasses Limitations
7/23/2014	2014-45	Spinal Fusion Surgical Proce-
7/14/2014	2014-17	Oxygen Prior Authorization
7/14/2014	2014-38	Sleep Study Prior Authorization
7/14/2014	2014-37	Allergy Testing
7/7/2014	2014-42	Budget Reduction Policy

Global Messages

Date	Provider Type	Description
9/02/2014	All Provider Types	Sleep study prior authorization request (PAR) additional information
8/22/2014	250 – DMEPOS Providers	Oxygen Testing Exemption Process

8/21/2014	All Provider Types	2014 Fall Provider Training Workshop
8/11/2014	All Provider Types	Balance Billing of Members
8/7/2014	11 - Hospital (Psychiatric), 110 - Outpatient Mental Health Clinic, 118 - Mental Health Provider (DMHSAS Contracted), 123 - Mental Health Provider (Para Professional)	SUD Treatment Requirements
8/4/2014	ITU – 07/072, 08/084, DME – 250, Physician – 31, Tribal Hospitals – 01/016	Blood Glucose Testing Supplies
7/28/2014	170-Physical Therapy, 171-Occupational Therapy, 173 & 182-Speech Language Pathology, and, 200-Audiology Providers	Telephone Number Clarification re: Provider Letter 2014-13
7/22/2014	27 – Dentist, 86 – Dental Clinic, 271 – General Dentistry, 272 – Oral Surgeon, 273 – Orthodontist, 274 – Pediatric Dentist	Webinar: How to submit a dental PA on the Provider Portal
7/15/2014	31-Physician, 01-Hospital, 325 - Neurological Surgeon, 342 - Thoracic Surgeon, 544 - Pediatric Orthopedics, 551 - Pediatric Surgery (Neurology), 559 - Surgery Head and Neck, 010 - Acute Care, 015 - Children's Specialty	Prior Authorization Webinar for Spinal Fusion Surgery
7/10/2014	110 - Outpatient Mental Health Clinic, 111 – Community Mental Health Center (CMHC), 118 - Mental Health Provider (DMHSAS Contracted), 123 - Mental Health Provider (Para Professional)	Psychosocial Rehabilitation Services Eligibility
7/2/2014	12 – School Corporation, SPC 120	School-Based Fee Schedule
7/1/2014	250 – DMEPOS Providers	Oxygen PA Postponed until 8/1/2014

[News Releases](#)

Date	Title	Description
8/13/2014	OHCA Initiative Delivers on Reducing Costly C-section Rates among Oklahoma's Medicaid Population	Oklahoma Cesarean Section Quality Initiative documents statistically significant decrease in medically unnecessary C-sections.
8/6/2014	OHCA Pharmacists Fill Bill at Prestigious Award Ceremony	Award for OHCA Pharmacy Director Dr. Nancy Nesser
7/17/2014	OHCA Director Receives Top Honor for Patient Advocacy	Award for OHCA Provider Services Director Melody Anthony

Resources for you

- [OHCA Quick Reference Guide](#) (PDF)
- [Provider Resources](#): Useful contact information
- [EVS Guide](#): Oklahoma Client Eligibility Verification System
- [ePocrates](#): Oklahoma SoonerCare drug list and Medicare Part D formularies
- [Medicaid on the Web](#): Oklahoma Medicaid Management Information System (OKMMIS) Provider Training Manual
- [Provider Directory](#) (PDF for members in Patient-centered Medical Homes)
- [Additional Provider Directories](#) (Behavioral Health, Dental, Vision, DME, etc.)
- [Online provider training](#) (Webinars, provider workshop schedules, etc.)
- [Statistics & Data](#) (access Fast Facts on providers and services)
- [Printer-friendly newsletters](#) (PDFs of provider newsletters)
- [Free OHCA publications](#): Ordering from our website

OHCA Provider Helpline: 800-522-0114

The Oklahoma Health Care Authority does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services.

Please submit any questions, comments or story suggestions to Kelli Brodersen

(kelli.brodersen@okhca.org) at the OHCA's Office of Public Information at 405-522-7504.

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