

PrimePartners

for Case Managers

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MedImpact Is New Pharmacy Benefit Manager (PBM)

Ann Ehlert, PharmD, Pharmacy Manager

PrimeWest Health transitioned to MedImpact as our new pharmacy benefit manager (PBM) on January 1, 2016. Members received new ID cards with MedImpact's name in December. The new information needed to process a pharmacy claim as of January 1, 2016, is listed below.

ID Cards

Part D	Medicaid
• RxBin (Bank Identification Number): 015574 • RxPCN (Processor Control Number): ASPROD1 • RxGrp (Group): PRW01 • MedImpact Pharmacy Help Desk #: 1-877-391-9294	• RxBin (Bank Identification Number): 017142 • RxPCN (Processor Control Number): MNPROD1 • RxGrp (Group): PRW02 • MedImpact Pharmacy Help Desk #: 1-800-788-2949

Until recently, we were experiencing issues with our over-the-counter (OTC) list that caused some members to have trouble getting certain medications covered. Hopefully these issues have been resolved. If any of the members you see continue to have problems getting their OTC medications covered, please contact **Ann Ehlert**. 

Dental Resources: Use Them to Your Advantage

Leah Anderson, Dental Services Coordinator

PrimeWest Health has several resources available for county case managers and other providers to find information about dental benefits and coverage, Service Authorization requirements, billing guidelines, and other details about PrimeWest Health's dental program. The list below provides a short description of some of these resources and what each can help you with.

- Chapter 19, Dental Services, of the PrimeWest Health **Provider Manual** – Provides information on dental services, what services are covered, when to request a Service Authorization, and the guidelines and criteria for each benefit that requires a Service Authorization. You can find the **Provider Manual** at www.primewest.org/providermanual.
- Dental Covered Services Chart – Shows which dental codes are covered, which codes have restrictions, and which services require a Service Authorization. Information is broken down into the following coverage groups for dental services:
 - Children under age 21 and pregnant adults
 - Non-pregnant adults age 21 and over

You can find this chart by going to www.primewest.org/providerresources-dental and clicking on *PrimeWest Health Dental Covered Services Chart*.

- Dental Program Handout – Provides information on plan features, benefits, dental grants, collaborative efforts between PrimeWest Health and dental providers, and details on the dental care coordination process. This handout is available by going to www.primewest.org/providerresources-dental and clicking on *Dental Program Handout*.

- Emailed Provider Updates – Contain important provider notifications and updates about dental benefits, coverage, Service Authorization requirements, and more. You can read all Provider Updates at www.primewest.org/providerupdates.
 - You can sign up to receive general PrimeWest Health updates and customized notifications based on your provider type by filling out a simple form located at www.primewest.org/subscribe.

PrimeWest Health has also developed several educational dental handouts you can use with members. Topics include how to prevent dental emergencies, how sour candy affects teeth, the connection between poor oral health and school performance, and what tooth decay looks and feels like. These handouts are available at www.primewest.org/dentalhandouts.

Mobile dental outreach clinics are held throughout most PrimeWest Health member counties. Call PrimeWest Health Member Services at **1-866-431-0801** (toll free) for upcoming outreach dates, times, and locations.

We hope you find these resources helpful and will take advantage of them as you serve PrimeWest Health members. As always, if you have questions, you can call the Provider Contact Center at **1-866-431-0802** (toll free). 

Antidepressant Medication Adherence

Jordan Klimek, MS, Quality Coordinator

For 2016, PrimeWest Health is implementing a new Performance Improvement Project (PIP)/Quality Improvement Project (QIP) for our PrimeWest Senior Health Complete (HMO SNP), Prime Health Complete (HMO SNP), and Special Needs BasicCare (SNBC) members. These projects are required by the Minnesota Department of Human Services (DHS) and the Centers for Medicare & Medicaid Services (CMS). For this round of PIP/QIPs, CMS has assigned chronic conditions as the topic. PrimeWest Health has chosen to focus on depression.

The goal of our PIP/QIP is to increase the Healthcare Effectiveness Data and Information Set (HEDIS®)¹ Antidepressant Medication Management Continuation Phase (AMM) measure. This measure examines members' adherence to their antidepressant medications over a six-month period. To meet this goal and increase medication compliance, PrimeWest Health is implementing several interventions that include the following:

- Phone calls reminding members about pharmacy refills
- Letters to members notifying them when they are late filling a prescription (sent when the member cannot be reached by phone)
- Letters to providers notifying them when a member is late filling a prescription
- An electronic provider tool kit (www.primewest.org/performance-improvement-projects-pips)
- Member and provider newsletter articles

CMS also encourages health plans to engage county case managers and care coordinators in our projects. As such, PrimeWest Health is creating member risk lists that will be distributed to county case managers and care coordinators as applicable. The lists will include members who are more than seven days late filling their antidepressant medication along with additional information about each member, including the prescribing practitioner, name of the medication, and how late the member is in filling the prescription. County case managers are asked to use these lists as a means of educating members about medication compliance as applicable during outreach. For example, if you have a home visit planned with a member and also see that member's name on a risk list, you might speak to the member about medication compliance at that time. PrimeWest Health will be conducting outreach calls to members, so there is no need to call each member on the list.

We understand that some members may be on antidepressants for reasons other than depression. However, the project will measure adherence for all members taking antidepressants, regardless of the reason for the prescription. Because of this, please encourage all members to refill all their medications.

If you have any questions, please contact **Jordan Klimek**. 

¹HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)

Care Plan Updates

Dawn Hartman, Special Needs BasicCare (SNBC) Care Coordinator

PrimeWest Health updated the Interdisciplinary Care Team (ICT) tab and the Provider tab of the Care Plan on Thursday, January 28.

ICT tab

Per Medicare Part C Reporting Requirements, PrimeWest Health added the following items:

- Communication Method – An option for “Letter” has been added
- Reason – An option for “HRA Outreach” has been added
- A new dropdown field called “Outcome” has been added. You can pick from two options: Reached and Unreached.

Provider tab

Columns have been added to show National Provider Identifier (NPI), Unique Minnesota Provider Identifier (UMPI), Status, and Inactive Date. The Status will be Pending, Approved, or Void. You can select providers who are Pending or Approved, but you cannot select providers who are identified as Void.

These changes have been applied to all areas where providers’ information is displayed (including the Service Agreement section).

If you have any questions, please send an email to snbc.phc@primewest.org or seniorcare@primewest.org. 

Coming in 2016: Additional Resources for County Case Managers

Elizabeth Warfield, RN, BSN, Senior Care Coordinator

PrimeWest Health is currently working on two new resources for county case managers.

The first new resource is a frequently asked questions (FAQ) web page for county case managers located on PrimeWest Health’s website. The page will serve as a convenient place for county case managers to look for answers to common questions. When the page launches, it will include answers to questions county case managers have recently asked. County case managers should continue to send questions to seniorcare@primewest.org and snbc.phc@primewest.org. PrimeWest Health care coordinators will continue to answer questions as usual and will include answers to some of the most frequently asked questions on the FAQ page. We hope to have the page up and running in March 2016.

We are also working to complete the PrimeWest Health Residential Services (RS) Tool: Service Component Guidelines. These guidelines will include general information to keep in mind while using the PrimeWest Health RS Tool. (See the next article for a tip on filling out the Tool.) It will also include service component descriptions adapted from Minnesota Department of Human Services (DHS) guidelines that outline covered services, non-covered services, and additional information for each service component. PrimeWest Health is developing these guidelines to help county case managers determine what services should or should not be authorized under the various service component areas on the RS Tool. PrimeWest Health will also use these guidelines when completing RS Tool reviews.

We hope you will find these resources useful. We will let you know when they are available. 

Residential Services (RS) Tool: Dwelling License/Registration

Elizabeth Warfield, RN, BSN, Senior Care Coordinator

If you've ever felt uncertain about what to enter in the "Dwelling License/Registration" field on the PrimeWest Health Residential Service (RS) Tool, you are not alone. This field has a dropdown menu with five choices: Foster Care, Board & Lodge, Board & Lodge with Special Services, Apartment-Unlicensed, and Other Unit-Unlicensed. Which one should you pick?

Dwelling
License/Registration

Because this is a descriptive field, case managers should choose the dwelling type that most closely describes the registration or license of the facility in which the member will reside. The easiest method of determining which entry to choose is to verify the license/registration type with the provider. The options Apartment-Unlicensed and Other Unit-Unlicensed can be used if the provider does not have one of the other three license/registration types.

If you have questions, please email seniorcare@primewest.org. 

Modifiers for Elderly Waiver (EW) Specialized Equipment and Supplies

Kristi Shamp, RN, BSN, PHN, CPHM, SNP Senior Care/UM Care Coordinator

The Centers for Medicare & Medicaid Services (CMS) has requested that codes used to authorize Elderly Waiver (EW) specialized supplies and equipment have more detail. As a result, effective January 1, 2016, providers must enter the appropriate modifiers on claims for dates of service on or after January 1, 2016. The following modifiers should be used with Healthcare Common Procedure Coding System (HCPCS) code T2029 (specialized medical equipment, not otherwise specified, waiver):

- NU = New
- UE = Used
- RB = Repair
- RR = Rental

To help PrimeWest Health with claim payment, please add the appropriate modifier to the service agreement when authorizing specialized equipment and supplies under EW. 

Family Memory Care (FMC) – Elderly Waiver

Kristi Shamp, RN, BSN, PHN, CPHM, SNP Senior Care/UM Care Coordinator

Effective January 1, 2016, Family Memory Care (FMC) is a new service option available through the Elderly Waiver (EW) program to support family caregivers. FMC is modeled on the evidence-based *New York University Caregiver Intervention* and is designed to provide coaching and counseling for caregivers of people with Alzheimer's disease and related dementias. FMC consists of the following:

- Two individual sessions with the primary caregiver
- Four family sessions within the first four months of service
- Ad hoc counseling to offer support and resources for at least 12 months
- Follow-up assessments every six months following completion of the family meetings

The procedure code used to bill for this service is Healthcare Common Procedure Coding System (HCPCS) S5115 (home care training) with the modifier TG. The service unit is billed per 15 minutes and can be provided up to 20 hours or 80 units over a 365-day period.

Additional information, including provider and service requirements, can be found in Minnesota Department of Human Services (DHS) Bulletin #15-25-12 issued on December 15, 2015. You can read the bulletin at www.dhs.state.mn.us/main/groups/publications/documents/pub/dhs16_198588.pdf. 

Moving Home Minnesota (MHM) Service Code Changes

Kristi Shamp, RN, BSN, PHN, CPHM, SNP Senior Care/UM Care Coordinator

Moving Home Minnesota (MHM) is a Federal demonstration project initiated in 2013. It was designed to create opportunities for Minnesotans to move from institutions to their own homes.

Effective January 1, 2016, new MHM services were added for Family Memory Care (FMC) intervention (Healthcare Common Procedure Coding System [HCPCS] code S5115 U6). These services are provided to family or informal caregivers of MHM participants with Alzheimer's disease or a related diagnosis. These services are available to MHM recipients regardless of their waiver status, with the exception of those members on the Elderly Waiver (EW). To learn about FMC services provided through EW, please see "Family Memory Care (FMC) – Elderly Waiver" earlier in this issue.

HCPCS code T1017 U6 has replaced HCPCS code T2038 U6 UD for transition coordination.

Effective December 31, 2015, HCPCS code T2013 U6 was discontinued. This HCPCS code had been used for post-discharge training and consultation with a provider to support placement. It has been replaced with HCPCS codes for home care training for family members (S5111 U6, per session) and non-family members (S5116 U6, per session). Both involve training and consultation to support placement in the community. These services are available to all MHM recipients regardless of their waiver status.

For more information, please see Chapter 26, Home and Community Based Services (HCBS) Elderly Waivers, of the PrimeWest Health *Provider Manual* at www.primewest.org/providermanual. 

Changes in County Case Management Staff

Kristi Shamp, RN, BSN, PHN, CPHM, SNP Senior Care/UM Care Coordinator

County case management **supervisors** (rather than county case managers) should email seniorcare@primewest.org when there are any changes in county case management staff. This includes notification about county case managers who have changed programs and newly hired county case managers. When notifying PrimeWest Health of a new hire, please note if the new county case manager is replacing a county case manager who resigned or retired.

This change notification helps the right people have the right access to care management systems and processes.

Please contact **Shirley Saathoff** with questions. 

Changes in Assigned County Case Manager

Kristi Shamp, RN, BSN, PHN, CPHM, SNP Senior Care/UM Care Coordinator

As a reminder, when there is a change in the county case manager assigned to a member or a group of members, please let PrimeWest Health know. Send us a notification via secure email to seniorcare@primewest.org for PrimeWest Senior Health Complete (HMO SNP) and Minnesota Senior Care Plus (MSC+) members or snbcp@primewest.org for Prime Health Complete (HMO SNP) and Special Needs BasicCare members. You may list as many members as needed in one email or you may attach a spreadsheet.

Please contact **Shirley Saathoff** with questions. 

Important Dates

✓ County supervisor meeting

Meetings are held on the third Thursday of the month, 10 a.m. – 3 p.m., at PrimeWest Health in Alexandria, unless otherwise noted.

March 17	August 18
April 21	September 15
May 19	October 20
June 16	November 17
July 21	December 15

✓ County case management educational training

Trainings are held on the fourth Wednesday of the month via webinar from 10 a.m. – noon, unless otherwise noted.

March 23	August 24
April 27	September 28
May 25	October 26
June 22	November 23
July 27	December 28

Contact Information

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