

# Provider Pulse

A Newsletter for our Provider Community

| Issue 2, 2020

## COVID-19 news and updates



Visit **COVID-19 Information** for ongoing updates on how Horizon NJ Health is handling and updating certain policies to best support our providers and members during the COVID-19 public health emergency. Your patients can also access information by visiting our **website**.

## Referrals no longer required for in-network specialists

Horizon NJ Health continues to support you in the care of our members during this difficult time. We want to make your job easier, so we're eliminating referral requirements for all Horizon NJ Health members.

Effective **March 28, 2020**, PCPs no longer need to provide referrals for in-network specialist services. As a reminder, Horizon NJ Health members must use in-network doctors and health care providers for all services.

We hope this change helps reduce the administrative requirements for your office staff.

## Aspiration pneumonia 9-1-1

Encourage patients to call you, go to the ER or call **9-1-1** if they or someone they love has the following aspiration pneumonia symptoms.

- Chest pain
- Fever
- Wheezing
- Chills
- Shortness of breath

Source: [medlineplus.gov/ency/article/000121.htm](https://www.ncbi.nlm.nih.gov/medlineplus.gov/ency/article/000121.htm)

## Monthly informational webinars

Provider Services offers informational webinars each month that cover a broad array of operational topics. Webinars will occur the third or fourth Friday of each month. You can view more information by visiting [horizonNJhealth.com/MonthlyOps2020](https://horizonNJhealth.com/MonthlyOps2020).



[horizonNJhealth.com](https://horizonNJhealth.com)



# Early developmental screening

There are several early developmental screening and assessment tools available that you can refer parents/guardians to complete.

## A few examples include:

- Ages and Stages Questionnaire
- Child Development Inventories (CDI)
- Parents Evaluations of Developmental Status (PEDS)

For more information and a list of screenings and assessments, visit [Developmental Screening and Assessment Instruments](#).

## Practice spotlight: Kids Care Pediatrics

**Kids Care Pediatrics** is a Patient-Centered Medical Home (PCMH) with Level 3 Certification. Kids Care Pediatrics recognizes that families are valued partners of the health care team, enabling them to provide the highest quality care and expertise to their patients, our members. Kids Care Pediatrics' staff includes experienced board-certified pediatricians, nurse practitioners, nutritionists, case managers and other support staff. Kids Care Pediatrics is located in Plainfield and Colonia, New Jersey.

### Kids Care Pediatrics is equipped to meet the following needs:

- Multilingual care (English, Spanish, Hindi, Telugu, Gujarati)
- In-depth office visits
- Same-day and weekend sick/urgent appointments
- Telemedicine
- In office
  - Lab services for routine blood work
  - Preventive dental care
  - Allergy and asthma management
- ADHD diagnosis and management
- Travel medicine and immunization
- Pre- and post-adoption services
- International student health services
- Breast feeding support
- Coordinated services for behavioral health



# Fluoride Varnish Program updates



Horizon NJ Health is committed to getting you information that helps you provide the right care to your patients. That's why, Horizon NJ Health's Pediatric Fluoride Varnish Program encourages pediatricians to apply fluoride varnish to children's teeth, perform dental assessments, anticipatory guidance and promote routine dental visits for our young members.

According to the U.S. Surgeon General, New Jersey ranks 49th out of 50 states for having adequate levels of fluoride in the public water supply. It has been determined that children who come from the low socioeconomic communities have 10 times more unmet dental needs than those above the poverty line.

**Providers will receive \$15 for each fluoride varnish application, up to four times a year, per patient, for members under the age of 4.**

In order to receive the reimbursement, you must complete an online training and assessment on [horizonNJhealth.com](https://horizonNJhealth.com). One provider per facility may complete the curriculum, if they agree to train their colleagues.

After completing the curriculum, that provider must sign and fax the enclosed form attesting that they completed the training to **1-973-274-3865**, ATTN: Fred DiOrio, DMD. Please include a list of any other providers in your office that you trained.

If you have any questions, please call **1-732-256-5491**, weekdays from 9 a.m. to 5 p.m.

## Did you know?

**Horizon NJ Health members receive a comprehensive dental benefit that includes oral exams, preventive services and treatment.**

Members should receive oral evaluation and preventive services by a dentist twice a year. However, Horizon NJ Health recognizes that members in long-term care (LTC) facilities may be on medications that cause an increase in oral health issues. LTC members have an additional benefit of four cleanings per year to maintain their oral health.

Please note, LTC facility staff must assist our members with locating an in-network dentist. Members or staff can locate an in-network dentist by:

- Visiting [horizonNJhealth.com/findadoctor](https://horizonNJhealth.com/findadoctor)
- Calling Member Services
  - o Medicaid/NJ FamilyCare: **1-800-682-9090**
  - o MLTSS: **1-844-444-4410**
  - o Horizon NJ TotalCare (HMO D-SNP): **1-800-543-5656**

Dentists will provide any necessary treatment the member needs and/or refer members to specialists (i.e., oral surgeons) as needed. Some services (i.e., dentures) require prior-authorization before members can receive treatment.

# Ancillary Contracting & Servicing Representatives

CONTACT	SPECIALTIES
<p>Alana McDonald <b>1-609-537-2438</b>  <b>Alana_McDonald@HorizonBlue.com</b></p>	<p>Adult Family Care<sup>1</sup>            Adult Medical Day Care/Pediatric Medical Day Care            Caregiver Participant Training<sup>1</sup>            Chore Service (Cleaning/Maintenance)<sup>1</sup>            Cognitive Therapy<sup>1</sup>            Community Residential Services<sup>1</sup>            Community Transition Services<sup>1</sup>            Home Delivered Meals<sup>1</sup>            Medication Dispensing<sup>1</sup>            Non-Medical Transportation<sup>1</sup>            Personal Emergency Response System (PERS)<sup>1</sup>            Residential/Vehicle Modification<sup>1</sup>            Social Adult Day<sup>1</sup>            Traumatic Brain Injury (TBI)<sup>1</sup></p>
<p>Denice Berrios <b>1-609-537-2446</b>  <b>Denice_Berrios@HorizonBlue.com</b></p>	<p>Assisted Living Program<sup>1</sup>            Assisted Living Residence<sup>1</sup>            Comprehensive Personal Care Home<sup>1</sup>            Skilled Nursing Facility<sup>1</sup></p>
<p>Lynda Jackson-Sealy <b>1-609-537-2648</b>  <b>Lynda_Jackson-Sealy@HorizonBlue.com</b></p>	<p>Ambulance (Transportation)            Ambulatory Surgical Center (ASC) Lithotripsy            Comprehensive Outpatient Rehab Facility (CORF)            Home Infusion            Hospice            Lab            PT/OT/ST (In-Home/Outpatient)            Radiology            Sleep Studies</p>
<p>Stephen Fitch <b>1-609-537-2614</b>  <b>Stephen_Fitch@HorizonBlue.com</b></p>	<p>Special Projects            Electronic Visit Verification (EVV)</p>
<p>Walgena Daniels <b>1-609-537-2335</b>  <b>Walgena_Daniels@HorizonBlue.com</b></p>	<p>Dialysis            Hearing (Audiology)            Orthotic &amp; Prosthetic (O&amp;P)            Durable Medical Equipment (DME)</p>
<p>Lori Bembry <b>1-609-537-2427</b>  <b>Lori_Bembry@HorizonBlue.com</b></p>	<p>Ancillary Contracting Manager            Home Health            Home-Based Supportive Care<sup>1</sup>            Personal Care Assistant (PCA)            Respite (In-Home)<sup>1</sup>            Private Duty Nursing</p>

<sup>1</sup>MLTSS Services

**Note:** If you are a Behavioral Health Provider, please see page 6 for contact information.

# Provider Relations Representatives

PROVIDER SERVICES: 1-800-682-9091

## MAUREEN HANSON

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Somerset, Sussex, Warren)  
1-609-537-2152

## ANGELICA MIRANDA

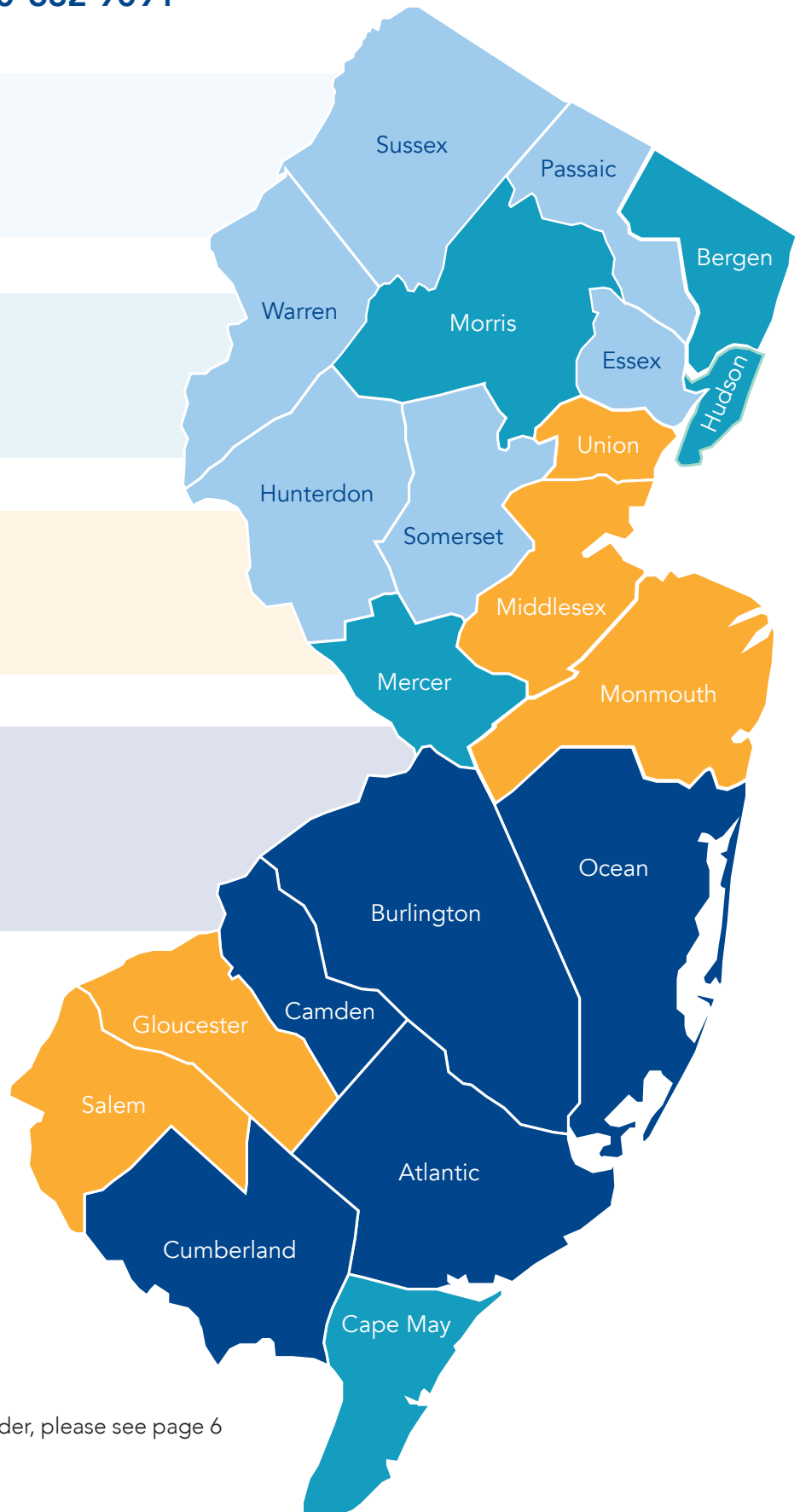
(Bergen, Cape May,<sup>1</sup> Hudson,  
Mercer, Morris)  
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## WILLIAM MITCHELL

(Gloucester,<sup>1</sup> Middlesex,  
Monmouth, Salem,<sup>1</sup> Union)  
1-609-537-2596

## CHERYL GILBERT SUPERVISOR

(Atlantic,<sup>1</sup> Burlington, Camden,  
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1-609-537-2634



<sup>1</sup>Temporary coverage

Note: If you are a Behavioral Health Provider, please see page 6 for contact information.



# Behavioral Health Representatives

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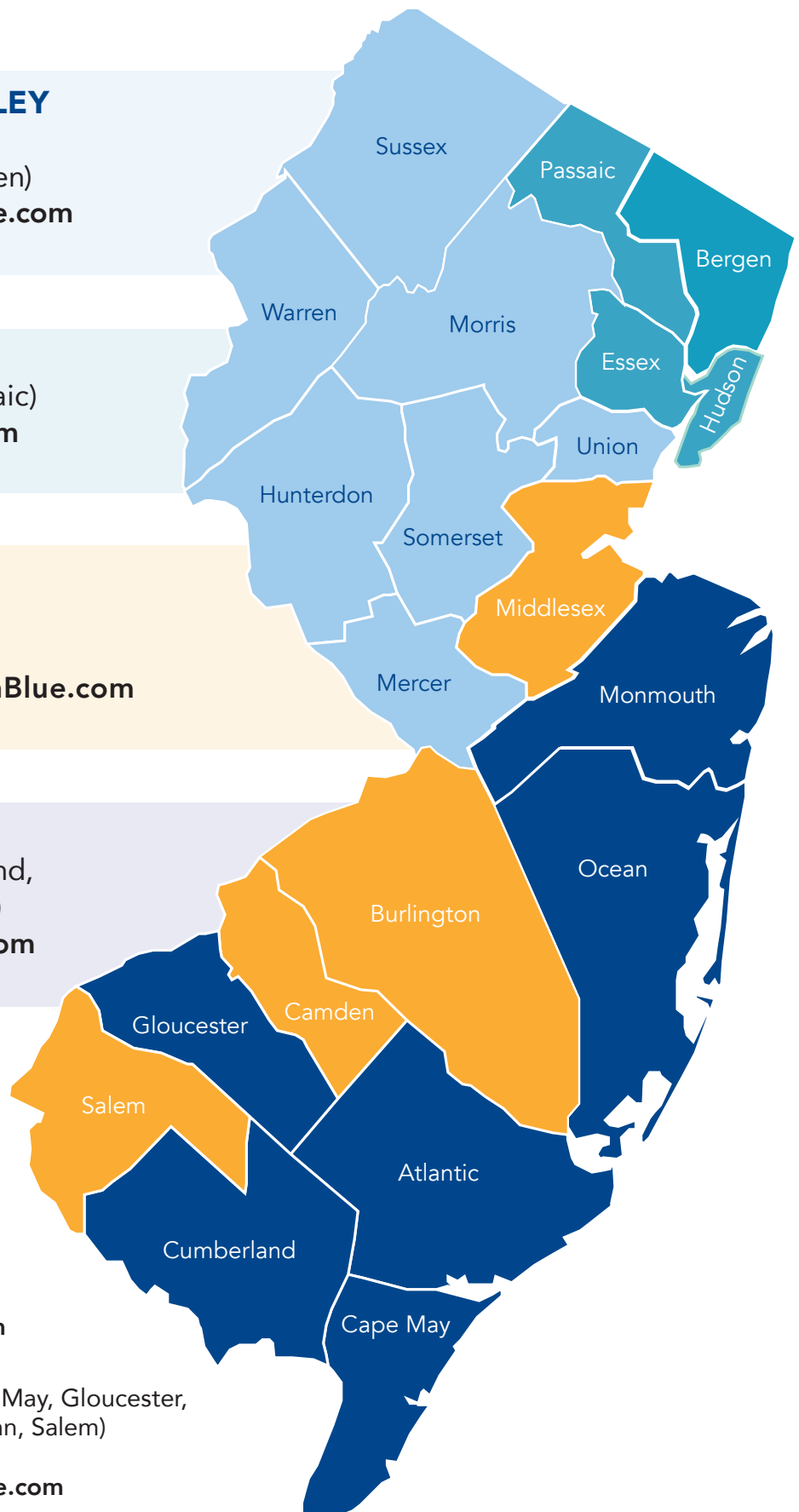
## Ancillary Behavioral Health Representatives

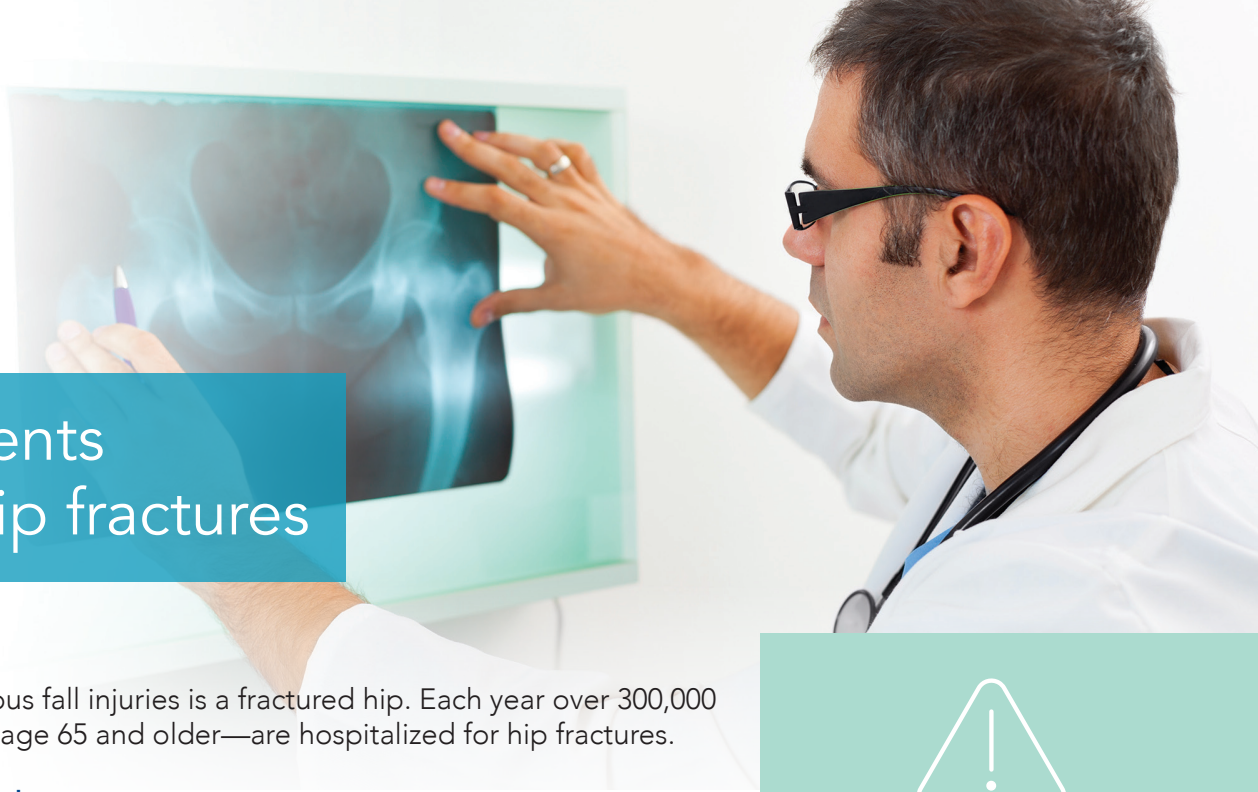
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# Help patients prevent hip fractures


One of the most serious fall injuries is a fractured hip. Each year over 300,000 older people—those age 65 and older—are hospitalized for hip fractures.

## Talk to your patients

- Evaluate your patients’ risk for falling and what they can do to prevent falls.
- Review your patients’ medicines.
- Talk to your patient about taking vitamin D supplements.

For more information, visit the [Centers for Disease Control and Prevention’s](#) website.

Source: [CDC.gov](#)



More than **95%**  
of hip fractures are  
caused by **FALLING.**

## Billing update for delivery claims




A gestational age diagnosis code (**Z3A.XX**) is required for professional and facility claims submitted for delivery services, with a date of service on and after **July 1, 2020**.

Claims submitted for early elective deliveries (prior to 39+0 weeks) also require an additional diagnosis code(s) to be considered medically necessary. A specific diagnosis code from one of the following series is required:

- O10      • O11      • O12      • O13      • O14      • O15      • O16      • O24      • O30      • O31
- O33      • O35      • O36      • O42      • O43      • O44      • O45      • O71      • R03
- If the delivery occurs prior to the 39th week of gestation, use the appropriate O60 series code.

## Meeting the needs of the transgender community



It is important to serve our members in a culturally and linguistically appropriate manner. Please review the National LGBT Health Education Center’s **Meeting the Health Care Needs of Transgender People** presentation, which provides information on how to be culturally sensitive when providing health care to the transgender community.

# Follow-up appointments after an ER visit or in-patient hospitalization



When a patient visits an Emergency Room (ER) for treatment of an illness or injury, follow-up care with his/her Primary Care Provider (PCP) is recommended. Follow-up care will inform you of the illness or injury, helping you to:

- Address the results of tests that may have been performed in the ER
- Monitor any medication changes
- Coordinate additional care with specialists when needed

Similarly, when a patient has been admitted to the hospital, timely outpatient follow-up with a health care professional after discharge can help reduce unnecessary hospital readmissions.

Early primary care engagement following an ER visit or hospital discharge can help improve patient care and outcomes with a lower cost.

## Formulary changes



Changes were recently made to Horizon NJ Health’s pharmacy formulary. You can find the **drug formulary guide** which includes an explanation and listing of step therapy, quantity/age limits, and drugs requiring prior authorization on the Horizon NJ Health website. Paper copies are available upon request. Here is a list of recent changes:

Formulary change description	Brand (generic) drug name	Alternatives (if applicable)
Formulary	Baqsimi (glucagon)	
Formulary	Generic Suboxone (buprenorphine-naloxone) films	
Formulary	Reblozyl (luspatercept-aamt)	
Formulary	Truxima (rituximab-abbs)	
Non-Formulary	Rituxan (rituximab)	Truxima
Formulary	Ziextenzo (pegfilgrastim-bmez)	
Formulary	Ogivri (trastuzumab-dkst)	
Formulary	Pretomanid	
Formulary	Trikafta (elexacaftor, tezacaftor and ivacaftor)	
Formulary	Oxbryta (voxelotor)	
Formulary	Givlaari (givosiran)	



# A provider's toolkit: Access reproductive health care for your patients



A new online toolkit now makes it easier for providers in New Jersey to access contraceptive services for their patients. The toolkit was released by the **New Jersey Health Care Quality Institute** (Quality Institute) to break down barriers to reproductive health care and empower patients to access the contraceptive care that is best for them.

**The New Jersey Reproductive Health Access Project: Provider Access Commitment Toolkit** (NJ-RHAP PACT) is a comprehensive online resource outlining the policies and procedures for contraceptive care and best practices to increase access to services. Developed to help support and enhance your practice's workflows, it provides all the information you need in one place.

The toolkit is part of the Quality Institute's statewide initiative to empower providers and their patients to access quality reproductive health services. Barriers such as availability of choices, preauthorization and knowledge of options, make accessing contraceptive services one of the most complex for providers and their patients, according to the Quality Institute. We're happy with our ongoing collaboration with the Quality Institute to provide additional support to providers.

## Topics addressed in the toolkit

The toolkit addresses several topics including contraceptive counseling, effective billing and coding practices, steps to increase same-day access to long-acting reversible contraception and community

engagement strategies. The toolkit also includes additional reference materials to help clinicians, administrators and health system leaders better understand contraceptive coverage and execute best practices to improve access to comprehensive services.

We encourage you to review the content of this toolkit, and to identify strategies or best practices you can adopt to enhance reproductive health care for your patients.

## New Jersey key statistics: Why better access is needed

- In 2017, 27% of individuals in New Jersey used the least effective contraceptives, while 17.8% used moderately effective contraceptives.
- In 2019, 25.3% of pregnancies in New Jersey were unintended.
- As of March 2020, nearly 435,050 women in New Jersey lived in contraceptive deserts, which are counties with no reasonable access to a health center offering the full range of contraceptive methods.
- New Jersey is ranked 4th for the highest number of teen birth rates and 18th for the highest number of teen pregnancies in the nation.

# Reimbursement policy: Centering Pregnancy Prenatal Care



Effective **July 1, 2020**, Horizon NJ Health will implement a reimbursement policy for Centering Pregnancy Prenatal Care. To be eligible for the reimbursement, providers must meet all requirements specified within the policy. To view the policy, visit [Reimbursement Policies & Guidelines](#). For more information, contact Provider Services at **1-800-682-9091**.



## First aid for any type of seizure



It is important to educate your patients on the steps to help someone who is having any a seizure.

1. Stay with the person and keep them safe from injury until the seizure ends. Comfort them and speak calmly.
2. Keep yourself and others calm.
3. Check to see if the person is wearing a medical bracelet or other emergency information.
4. After the seizure ends, help the person sit in a safe place.
5. Once they are alert and can talk, tell them what happened in very plain terms.
6. Offer to call a ride service, friend or relative to make sure the person gets home safely.

Source: [CDC.gov](https://www.cdc.gov)

## Advance directives and your patients

As a reminder, an advance directive is a legal document to ensure that the patient's preferences for various medical treatments are followed if they become unable to make their own health care decisions. The legal use of an advance directive in health care is based on a citizen's right of self-determination and the federal Patient Self-Determination Act, 483.10(b)(4), effective **December 1, 1991**.

- Providers should maintain written policies and procedures concerning advance directives for **individuals 18 years of age and older** who receive medical care.
- Written information must be provided to individuals regarding the provider's written policies and the individual's rights related to advance directives.
- The New Jersey Administrative Code requires that health care professionals document the presence or absence of any advance directive for health care for an adult, **18 years of age and older, or emancipated minor**<sup>1</sup> including associated information.
- Documentation of this inquiry must be entered on the routine intake history form for all adults **(18 years of age and older) or emancipated minors**.

<sup>1</sup>An emancipated minor is a child, under the age of 18 years of age, who has become emancipated because they are self-supporting and independent of parental/guardian control.

# VRI program ending

You may have patients who participated in the vitals home-monitoring program with Valued Relationships, Inc. (VRI). Unfortunately, Horizon NJ Health/Horizon NJ TotalCare (HMO D-SNP) participation with this program ended on **June 30, 2020**.

Impacted members were notified and received instructions on how to return the necessary equipment. A VRI representative may also contact you with additional information.

If you have any questions about this program, please call us at **1-800-682-9091**.

## Translator services



With just a call, Horizon NJ Health can provide language translator services for members during office visits. You, the provider, or members can request a translator at the time of service. In order to use translator services, the member must be actively enrolled with Horizon NJ Health, you must be a participating provider in the Horizon NJ Health network and the office visit must be for covered services.

To access a translator during the office visit, you can call Horizon NJ Health Provider Services at **1-800-682-9091**, weekdays, from 8 a.m. to 5 p.m., ET. After hours, call Horizon NJ Health Member Services at **1-800-682-9090** (TTY **711**).

## Our utilization management staff is available to you

When your office has routine and non-urgent utilization or medical management determination-related inquiries, Horizon NJ Health medical management staff is accessible to you by:

- Visiting **NaviNet.net**
- Calling **1-800-682-9094**, weekdays, from 8 a.m. to 5 p.m., Eastern Time (ET)

A registered nurse or physician (medical director) is available during and after business hours by phone 24 hours a day, seven days a week, to render urgent medical management determinations or to address inquiries.

Horizon NJ Health is committed to the health care needs of our members. Please visit our website to learn more about our available programs.



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