

# Provider LINK

A Newsletter for the Horizon NJ Health Provider Community

Issue 4, 2016

## Horizon NJ TotalCare (HMO SNP)

Thank you for joining our new Dual Special Needs Plan, Horizon NJ TotalCare (HMO SNP). Please let us know if we can be of assistance in any way. You will see your first Horizon NJ TotalCare (HMO SNP) members in January 2017.

### As we have stated in our provider correspondence:

- Members began enrollment on October 1, 2016, and can start accessing care January 1, 2017.
- If patients ask you or your staff about the new plan, tell them to call Horizon NJ TotalCare (HMO SNP) at **1-877-234-1240**.
- No copayments or deductibles may be billed or collected for these members.

Educational seminars will be available for you and your office staff regarding Horizon NJ TotalCare (HMO SNP). You can find the schedule at [horizonNJhealth.com/announcements](http://horizonNJhealth.com/announcements).

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## MLTSS Providers – Reporting Critical Incidents

The Centers for Medicare and Medicaid Services (CMS), as well as the State of New Jersey, requires that measures be employed to protect the health and welfare of Horizon NJ Health's Managed Long



Term Services and Supports (MLTSS) members. This includes guidelines for reporting critical incidents. In an effort to make reporting of these incidents more efficient, Horizon NJ Health has created a fillable reporting form, which can be found at [horizonNJhealth.com/for-providers/resources/forms](http://horizonNJhealth.com/for-providers/resources/forms).

To report a critical incident involving an MLTSS member, providers must fax the MLTSS Critical Incident Reporting Guide form to **1-609-583-3003** within one business day of the incident's discovery. The list of critical incidents can be found in the *Physician and Health Care Professional Manual*, Section 12.15.2 (Defining Critical Incidents).

MLTSS providers who suspect or have evidence of critical incidents must report them to Horizon NJ Health. Upon discovery of a critical incident, providers are to take steps to prevent further harm to members and promptly respond to these members' needs. These steps may include reporting potential violations of criminal law to law enforcement authorities.

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MLTSS providers can call MLTSS Provider Services at **1-855-777-0123** to obtain clarification on the Critical Incident Report Guide form and how to submit it properly to Horizon NJ Health. Once the critical incident is received by Horizon NJ Health, our staff will notify the State of New Jersey via a state-specified, web-based reporting system.

MLTSS providers who have reported critical incidents are required to independently conduct an internal critical incident investigation and submit a report on their findings to Horizon NJ Health. The report should be submitted no longer than 15 calendar days after the date of the incident or discovery of its occurrence. Under extenuating circumstances, but only with the approval of Horizon NJ Health, the report can be submitted within 30 calendar days after the date of the incident.



## Filing Secondary/Coordination of Benefits (COB) Claims

We encourage all providers to file any secondary or COB claims using electronic data interchange (EDI). These are the correct COB loops:

Loop	Description	Reported Date
2320	Other Subscriber Information	Name of Primary Insurance
2330A	Other Subscriber Name	Name of Subscriber*
2330B	Other Payer Name	Payment Date from Other Insurance
2430	Line Adjudication Information	Other Insurance Payment

## Cognitive Function Screening

Measuring patients' cognitive function is one of the most important assessments providers make, particularly those in geriatric psychiatry and geriatric medicine. The Affordable Care Act has recommended that cognitive assessments be performed during the annual wellness visit.

In support, the Alzheimer's Association has produced a toolkit developed by an expert writing group and

supported by the U.S. Department of Health and Human Services. Its aim is to help health professionals determine the most appropriate cognitive assessment tool for use with patients in their setting. The toolkit is intended as a guide to the assessment of cognitive function, not diagnosis. This toolkit is available at [alz.org](http://alz.org).

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# Proposed New Opioid Prescribing Regulations

In October 2016, New Jersey state Sen. Raymond Lesniak introduced a bill that would hold insurance companies largely responsible for the prescription of opioids by restricting the way in which they are authorized.

The legislation, known as S2703, crafted in an effort to limit abuse, would prohibit an insurance company from paying for opiate-based painkillers unless a physician had signed off on a five-part patient-safety protocol designed to avoid addiction. This would include documenting that drug-free pain

relief methods had failed and abided by CDC and Prevention guidelines for such prescriptions.

Advocates said the legislation was necessary to stem the recent statewide and nationwide increases in addictions and deaths from abuse of prescription opioids and heroin. Since 2000, the rate of drug overdose deaths in New Jersey has increased 137 percent, including an increase in the rate of overdose deaths from opioids, according to the Partnership for a Drug-Free New Jersey.

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## Online Resources for Providers Regarding Opioid Use/Misuse

There are online resources you can access if you have questions on best practices regarding opioid abuse/misuse among members:

- Federal guidelines and evidence-based practices for assessing and treating opioid misuse and abuse: [cdc.gov/mmwr/volumes/65/rr/rr6501e1.htm](http://cdc.gov/mmwr/volumes/65/rr/rr6501e1.htm)
- Evidence-based treatments for substance use disorders. The following link includes information about drugs that are frequently used in combination with behavior therapy such as motivation interviewing, as they have been shown to effectively treat opioid dependence: [samhsa.gov](http://samhsa.gov)



### Coordination of Care

Horizon NJ Health members have access to our wide network of physicians, specialists and dentists. In addition to providing electronic referrals for a member to see a specialist, PCPs can send a member for laboratory tests or radiology services (such as X-rays). It is incumbent upon the PCP to give the member test results in a timely manner (within 24 hours of receipt of results in urgent or emergent cases; within 10 business days if routine). If a patient is sick, the PCP should see them within 72 hours. For routine well visits, the appointment should occur within 28 days. The wait time for a member in your office should not exceed 45 minutes.

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## Cultural Competency

In New Jersey, we are fortunate to live and work in one of the most diverse environments in the nation. But sometimes this diversity can bring challenges in providing health care brought on by cultural and language differences. These differences may cause misunderstanding, lack of compliance, or other factors that negatively influence clinical situations.

Though it is a good idea for providers to always be aware of diversity when caring for patients from a variety of backgrounds, cultural competency, which includes the ability to effectively work with others from different cultures and backgrounds, encompasses more than simply acknowledging diversity.

It is a fact that improved cultural competency helps produce better health outcomes among patients. A framework of standards known as the National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (CLAS Standards) has been established for insurers and providers alike to follow as a means of reaching the highest level of cultural competency. Horizon NJ Health has taken a proactive approach to being a culturally competent company with a culturally sensitive physician network that has the tools to provide care to our diverse population.

The CLAS Standards can be found at [thinkculturalhealth.hhs.gov/clas](http://thinkculturalhealth.hhs.gov/clas).

## NPI/Taxonomy Reminder

Horizon NJ Health requires that all practitioners use their NPI numbers for all claim submissions. To ensure our systems properly identify you as an individual, group or facility, Horizon NJ Health requires you register the NPI with your taxonomy code and tax identification numbers. Please secure an NPI if you have not registered your practice or group for one.

## Adolescent Obesity – the Importance of Physical Activity

Obesity, high blood pressure and diabetes are major factors in cardiovascular disease. Physical inactivity is a major risk factor for developing coronary artery disease. Children, not unlike Americans of all ages, have shown decreased levels of physical activity recently. Though a lack of exercise also increases the risk of stroke and other conditions, an increase in time spent exercising has been associated with an increased life expectancy and decreased risk of cardiovascular disease. Exercise also produces overall physical, psychological and social benefits. The American Heart Association recommends that children and adolescents participate in at least 60 minutes of moderate to vigorous physical activity every day. Children and adolescents should also be consuming five to six servings (2.5 cups) of fruits and vegetables daily, and limiting TV/computer screen time to one to two hours per day.

### Important Phone Numbers

- 1-855-955-5590 (DSNP Provider Services)
- 1-855-777-0123 (MLTSS Provider Services)
- 1-888-621-5894 (DSNP Prior Authorizations)
- 1-844-444-4410 (MLTSS Member Services)
- 1-800-543-5656 (DSNP Member Services)
- 1-855-355-5599 (DSNP MLTSS Member Services)



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## Risk Adjustment Program (RAP)

Because chronic disease can cause health care consumption and costs to be high, the State of New Jersey uses a Risk Adjustment Payment Model to fairly distribute Medicaid funds in proportion to severity of illness. Horizon NJ Health's goal is to receive the member's chronic illness diagnosis from claims, preferably twice annually. This information will identify to the State that the member is chronically ill. This allows the State to equitably distribute Medicaid funds among the Managed Care Plans to properly reimburse for the chronically ill member's care and most importantly, verifies that members are getting the care they need.

In complying with this model, the RAP Clinical Team at Horizon NJ Health identifies chronically ill members who have not had appropriate ICD-10 codes submitted for them on a regular basis. Our system identifies all ICD-10 codes received on a past claim. The claims are clinically reviewed to ensure, as best as possible, that the member has that chronic illness.

Horizon NJ Health representatives visit provider offices to educate the network on RAP. We have sent

letters to providers who have filed claims without the appropriate ICD-10 codes for chronically ill members. Often, we are finding in our discussions with providers that the member's chronic conditions are being addressed and documented in the medical chart. However, the information is not included on the encounter/claim.

The ICD-10 code for every chronic illness per member must be included on the claim/encounter if the chronic illness was discussed/treated. If you have any claims/encounters for which this has not happened, we ask that you print a copy of the claim, add the diagnosis and fax the appended claim to **1-609-583-3041**. This appended claim will not affect reimbursement.

Please feel free to call Robin Knoll, Horizon NJ Health's Risk Adjustment Nurse, at **1-609-718-9625** or **1-800-682-9094, x89625**, if you have any questions or concerns about this program or if you would like to participate in a RAP education session. She may also be reached at **robin\_knoll@horizonNJhealth.com**.

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## Lead Screening Reminder

Please remember that screening for lead exposure must be done for all children between 9 and 12 months of age, and again at or about 2 years of age. If there is no evidence of prior screening, a child must be screened between the ages of 2 and 6 years. Parents can refuse to have their children screened for any reason, but they must document this in writing. Lead risk assessment, using the Lead Risk Assessment Questionnaire, must be done starting at 6 months of age and continue annually to age 6. The questionnaire is available at the Horizon NJ Health Physician & Health Care Professional Center at [horizonNJhealth.com](http://horizonNJhealth.com). For more information about lead testing, please call the Horizon NJ Health Lead Case Management Department at **1-800-682-9094, x89406, 89238, or 89434**.



# Formulary Changes

Horizon NJ Health would like to inform you of recent changes 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, at [horizonNJhealth.com](http://horizonNJhealth.com). Paper copies are available upon request. Here is a list of recent changes:

Formulary Change Description	Brand (Generic) Drug Name	Alternatives (if applicable)
Non-Formulary	Chantix (varenicline)	Zyban, Nicotine replacement therapy
Non-Formulary	Revatio Solution (sildenafil)	Revatio tablets, Adcirca
Non-Formulary	Sprycel	Generic Gleevec
Non-Formulary	Tasigna	Generic Gleevec
Non-Formulary	Lodine (etodolac)	Ibuprofen, Naproxen, Nabumetone, Ketoprofen, Diclofenac, Diflunisal, Indomethacin, Sulindac, Tolmetin, Flurbiprofen, Meloxicam
Non formulary	Anusol-HC/Anucort-HC (hydrocortisone)	Preparation H, Proctozone-HC, Proctosol-HC
Non formulary	Synalar Solution (fluocinolone acetonide)	Over-the-Counter Hydrocortisone, Desonide Cream, Triamcinolone Cream/Ointment, Mometasone, Fluticasone Propionate
Non formulary	Kenalog Lotion (triamcinolone)	Triamcinolone Cream/Ointment, Desoximetasone, Fluocinonide Gel/Cream/Ointment, Augmented Betamethasone
Non formulary	Lotrisone Lotion (clotrimazole/betamethasone)	Generic Lotrisone Cream
Non formulary	Azelex (azelaic acid)	Benzoyl Peroxide, Tretinoin, Adapalene 0.1% Gel
Non formulary	Finacea (azelaic acid)	Benzoyl Peroxide, Tretinoin, Adapalene 0.1% Gel
Non formulary	Erygel Gel (erythromycin)	Erythromycin Solution
Non formulary	Clindagel Gel (clindamycin)	Clindamycin Solution
Non formulary	Differin Cream (adapalene)	Adapalene 0.1% Gel
Non formulary	Humalog Pen (insulin lispro)	Humalog Vial
Non formulary	Mucinex products (guaifenesin, dextromethorphan, pseudoephedrine, phenylephrine)	Robitussin, Dimetapp
Non formulary	Delsym (dextromethorphan)	Robitussin, Dimetapp
Non-Formulary	Kyprolis (carfilzomib)	Velcade
Formulary	Vistogard (uridine triacetate)	N/A
Formulary	Zepatier (elbasvir/grazoprevir)	N/A
Non-Formulary	Harvoni (sofosbuvir/ledipasvir)	Zepatier
Non-Formulary	Sovaldi (sofosbuvir)	Zepatier
<b>The following change will take place January 1, 2017.</b>		
Non-Formulary	Accu-Chek	One Touch

Please note that Horizon NJ Health maximum days' supply limit is 30 days. If, for medical reasons, members cannot be changed to preferred medications, you may call the Horizon NJ Health Pharmacy Department to request a prior authorization at **1-800-682-9094**.

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# Quality Improvement Program

## The Quality Improvement Program is designed to:

- Expand access and enhance the quality of health care
- Enhance customer satisfaction
- Maximize the safety and quality of health care delivered to members
- Improve efficiency and effectiveness
- Fulfill quality-related reporting requirements of accrediting bodies and other local, state and federal regulatory and external review organizations

The annual Continuous Quality Improvement (CQI) Work Plan describes specific activities that Horizon NJ Health will perform to meet the established goals. The annual Quality Improvement Program Evaluation reports how well Horizon NJ Health has performed. Some of the activities include:

- Improve Healthcare Effectiveness Data & Information Set Scores
- Improve Member/ Provider Satisfaction

Consumer Assessment of Healthcare Providers and Systems or CAHPS, is a standardized survey that allows members to evaluate their experiences with health care. Three populations were chosen for the survey: adults, children, general population and children with chronic conditions.

The Satisfaction Survey is a means of receiving feedback from practitioners and office staff regarding Horizon NJ Health operations and areas of improvement such as:

- Quality Improvement Projects. These projects are initiatives that improve the safety of our members in all settings.
- Maintenance of National Committee for Quality Assurance (NCQA) accreditation.
- For further information about Horizon NJ Health's Quality Improvement Program goals, processes and outcomes concerning care and service and/or to obtain a copy of QI Program information, please contact the Physician and Health Care Hotline at **1-800-682-9091**.

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# Always Treat Patients with Courtesy and Respect

These are challenging times for providers and patients alike. The news of the day is often stressful, and everyone's busy schedule means we are all pressed for time. There is less time for members to carve out of their daily routines for appointments with their physicians, and physicians, being busier than ever, have less time for treating patients and managing their practices.

Remember, though, that the members, your patients, are important to us. Sometimes members have chronic conditions that are hard to keep ahead of and they often lead stressful lives that adversely affect their mood. Also remember that communicating and interacting with your patients in a respectful manner will ultimately be beneficial to their health. Making sure patients maintain their dignity, and feel safe and trusting of their health care provider improves prescription medication compliance and, ultimately, quality health outcomes. Patient compliance with treatment recommendations

always improves when physicians take the time to sit face to face with their patients and speak with them about their conditions. Positive encounters such as these encourage your patients to take a more active role in managing their own health.

When we treat our patients with consideration and respect, their health outcomes improve immeasurably.





Horizon NJ Health

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For a list of Provider Representatives, please go to [horizonNJhealth.com/for-providers/professional-contracting-servicing-staff](http://horizonNJhealth.com/for-providers/professional-contracting-servicing-staff) or call Professional Contracting and Servicing at **1-800-682-9091**.



Horizon NJ Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Para ayuda en español, llame al **1-800-682-9090**. 如需中文協助，請致電 **1-800-682-9090**.

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## Mom's GEMS Social Worker Available to Help Members

Horizon NJ Health's Mom's GEMS program (Getting Early Maternity Services Program), now has a social worker who is available to assist your members who may need access to community resources or tools. Benefits include.

- The Mom's GEMS Social Worker, Care Managers, and Managed Care Coordinators work closely with identified pregnant members throughout the pregnancy and postpartum period to promote active engagement with the member's care by providing support, education, resource coordination, discharge planning and follow up.
- The Mom's GEMS Social Worker works with GEMS clinical and non-clinical staff with the coordination of the delivery of high quality, cost-effective care, supported by evidence-based clinical practice guidelines. The Mom's GEMS Social Worker, along with the entire GEMS team, advocates for the member and family to obtain the best health care and services needed to optimize their quality of life.



- The Mom's GEMS Social Worker may provide assistance with any member seeking extensive community resources to deal with housing, breastfeeding, Women, Infants and Children (WIC), parenting classes, prenatal classes, pharmacy issues, domestic/sexual abuse issues, Current Post-Partum Depression, substance abuse, clothing, food, baby items, household items, rental/utility assistance and community partnerships to assist with issues/concerns related to pregnancy.

Please call **1-800-682-9094 x89925** to speak with the Mom's GEMS Social Worker for any assistance with community resources that you may require for your patients.