



**KIDS  
HEALTH  
FIRST**

PEDIATRIC ALLIANCE



# **KHF PA Meeting**

**IPA-GA network**

March 30, 2022

10:00am – Scottish Rite

# Agenda

Topic	Presenter
Welcome	Laura and Tom
KHF Recruiting Program Update	Barbara
KHF Credentialing	Domonique and Barbara
Benchmarking	Liz
Contracting Update	Tom and Liz
Payor Updates	Patsy/Domonique
Communications Update	Laura
Quality Update	Laura
Value Added Services Update	Barbara
Tom's Updates and Q&A	Tom

# KHF Recruiting Program Update

## Program Objective:

To support KHF practices hiring needs by identifying viable candidates for their open positions.

KHF listened to practices concerns with hiring during the pandemic and established this program to help practices by saving practices time and money.

# Cindy Grasser, CCP, PHR

## Human Resources Consultant

- 25+ years human resources experience
- 10 years HR consultant
- 18+ years compensation management
- 8+ years full life-cycle talent acquisition initiatives and planning

## Professional Designations/Accreditations:

- Certified Compensation Professional (CCP)
- Professional Human Resources (PHR)

## Education:

- B.S. in Management from Purdue University with a concentration in Human Resources



Cindy and her husband Phil have two college age sons, and own Grasser and Associates, Inc., a consulting firm serving the Atlanta area since 1998

# Recruiter-Shannan Berry, RN, BSN

## Nursing Experience

- 13 years as an RN
- 3 years in a practice setting
- 10 years in emergency / surgical setting
- Prior work included administrative roles

## Education:

- BSN – Bachelors of Science in Nursing from University of Southern Mississippi

## Other:

- Young Life Committee Member
- Foster Parent



Shannon and her husband Doug have been married for 35 years and have 4 sons.

# KHF Recruiting Program

sberry@khfirst.com

## Where we Started

- 8/2021 – Program launched
- Hired recruiter
- Developed & posted MA and Front Office job ads
- Emailed spreadsheets with links to viable candidate resumes
- 10/2021 – Launched Breezy (Applicant Tracking System)

## What we Learned - Adjustments

- Not every practice is taking advantage of the Program
- Inconsistent updating of Breezy
- Completed 2 surveys to gain insights
- Developed & posted LPN, RN & Biller postings

## Going Forward

- Recruiter Role
  - Regular touch points
  - Shannan – KHF Email
- Practice Role
  - Complete interviewing and hiring process
  - Update Breezy throughout hiring process
- Breezy training videos

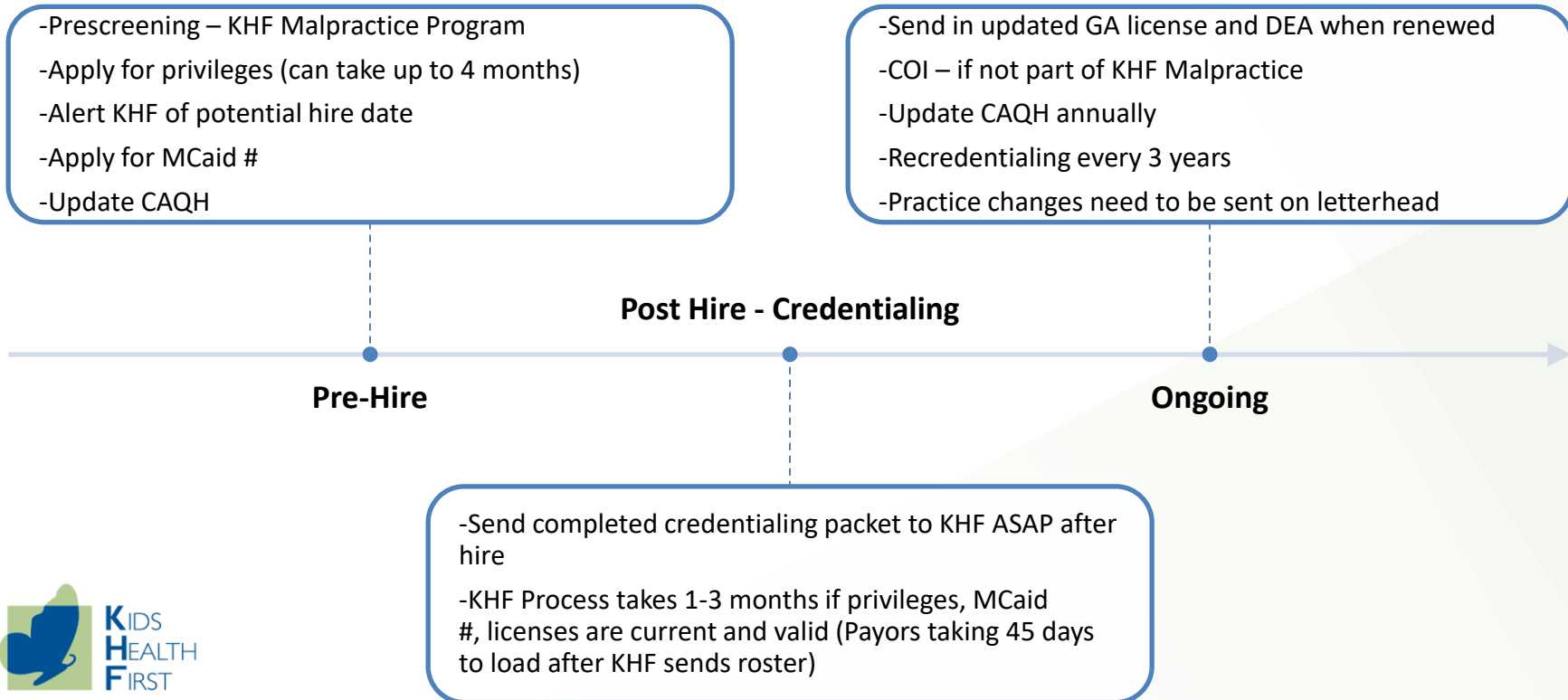
Since KHF Recruiting Program launched we have reviewed 1300 resumes and sent 350 viable candidates to practices

# Final Thoughts and Questions

- Act Quickly
- Update Breezy
- Give Feedback
- Talk to Shannan

[sberry@khfirst.com](mailto:sberry@khfirst.com)

# KHF Credentialing Process



# Additional Timing for New Graduates

- GA License/DEA – must be graduated before start process
- Letter of graduation from school
- Privileging
- CAQH

# Benchmarking – A Resource for Your Practice

# 2022 Practice Benchmarking Schedule- revised

Benchmarking Item	Date Requested	Due Date	Return Date
Top Codes	1/5/2022	1/26/2022	Pending Contract Committee approval, will send via email and update the Fee Schedules Top Codes list
Salary Survey	3/2/2022	3/23/2022	Via email on or before the April KHF Practice Administrator meeting
Practice Survey	4/11/2022	5/2/2022	Via email before the end of May

## Participation Levels

Top Codes 89.4%

Salary Survey 54%

Practice Survey = TBD

# **Contracting Update**

# KHF Contracting Update

Liz

## Contract Negotiations:

- UHC
  - Waiting on Year 3 rates and quality measures

## Fee Schedule Status:

- Aetna
  - Fee schedules are current
- Cigna
  - Finalizing 2/1/2022
- Humana
  - 1/1/2022 fee schedule was delayed due to CMS
    - Fee Schedule questions regarding COVID vaccine admin codes and 2 vaccines

# TCCN Contracting Update

Tom

- Anthem
- Caresource

# Anthem Updates

- TCCN and Anthem meet every two weeks to address TCCN Network concerns.
- All KHF providers have been loaded to the correct fee schedule.
- Claim reprocessing project to be initiated in April.
- TCCN Delegated Credentialing is in negotiations.

## Credentialing New Providers:

- Complete/update CAQH profile for newly hired providers at practice.
- Set profile to "Access" to allow payors to view the profile for credentialing purposes.
- Provider/practice to complete Anthem credentialing application in Availity after CAQH is complete.

## Recredentialing ALL Providers:

- **CAQH requires provider profiles to be updated annually!!!**
- CAQH will send reminders to complete. Make sure email addresses for CAQH are up to date!
- If not completed on time Anthem can drop providers from contract and claims will be denied.

# Anthem Updates

## Anthem Communications

- Sign up for Anthem communications <https://www.anthem.com/provider/news/>
  - Resources, coding education, provider-focused news, etc.
- Data maintenance requests from Anthem are valid. Complete by deadline requested.
- Questions about an Anthem communication? Contact to your TCCN representative.

## Provider Directory

- To ensure your practice/providers profile is correct verify using the provider directory.
- <https://www.anthem.com/find-care/>
- Incorrect information must be submitted using the “Provider Maintenance Form.”
  - <https://www.anthem.com/provider/provider-maintenance-form/>
  - Do not use Availity to correct any demographics.
  - Reach out to your TCCN Representative to advise you are making changes.

# Exchange Plans Update

Liz

## **In- Network- Confirmed**

- Aetna Exchange (Aetna CVS Health Plan) – and pays the commercial rate
- Cigna Exchange
- Cigna Connect(see copy of card)
- UHC Exchange – same rates as your current commercial rate/fee schedule
  - UHC is working on loading all providers – if you want to know your practice’s status, reach out to Domonique
  - Awaiting Exchange Amendment

## **Not participating - Confirmed:**

- Aetna Whole Health
- Caresource Marketplace

## **Still working on**

- Humana Exchange

# Cigna Oscar

## Cigna + Oscar

- KHF is In Network with the Oscar network.
- To check patient eligibility and benefits:
  - Call Oscar Health: 855-672-2755, ext. 4
  - <https://www.hioscar.com/providers/tools>

## Sample ID Cards

How will I know which network the patient has access to?

See ID card.

Cigna. + oscar

**Haskell Doe**

LocalPlus Bronze \$6000 INF  
(No referral required)

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**Member plan information**

Member ID	OSC012345678-01
Group ID	BIZ00061269
Cigna ID	0224764
Coverage start date	01/01/2020

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**In-network cost before / after deductible**

Oscar Care virtual visits	\$0 / \$0
Primary care	\$70 / \$70
Specialist	100% / 50%
Urgent care	100% / 50%
Emergency room	100% / 50%

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**Member Care Team**

Message us by logging in to the Oscar app or hioscar.com or call 855-672-2789

**LocalPlus**

Cigna. + oscar

**Haskell Doe**

Open Access Plus Bronze \$4500 INF HSA  
(No referral required)

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Emergency room	100% / \$0

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**Member Care Team**

Message us by logging in to the Oscar app or hioscar.com or call 855-672-2789

**Open Access Plus**

# CMO Payor Updates

# DCH Anniversary Period

Patsy

KHF is anticipating the DCH/Medicaid Annual Anniversary Period for Q2 2022.

- Details not yet released by DCH.

Historically, member packets are distributed in late March/early April.

Materials often include:

- Enrollment form
- CMO election form
- CMO Value-based benefit comparison

Member deadline to submit for changes typically via mail, fax, online.

- If they do not submit, there is no change.
- Historical effective date 6/1.

# Marketing Preferred Payors

Options to bring awareness to contracted payors.

- Payor fliers in the office waiting/example rooms and provided to patients as needed.
  - CMO's will often provide materials if requested.
- Social Media/Web Presence
  - Frequently share posts from preferred payors.
  - Highlight health check incentives, OTC benefits, value add services.
- Signage
  - Payors will often provide materials.
- Partnering with payor
  - Health Check day, Back to school events, Theme days, Baby shower events, etc.

# Marketing Preferred Payors

## Kids First Rewards Program

CareSource wants to make sure kids have what they need to live a healthy life. Your child ages 16 months through 17 years can earn rewards through the Kids First program. You can redeem these rewards through a CareSource Rewards Card to use at many local stores. Make sure each child is enrolled in Kids First.



Action	More Information	Reward Amount	Earn Up To
Dental Exam	For ages 16 months – 17 years.	\$10 twice each year.	\$20
Well-Child Visits (15 months – 30 months)	For ages 15 months – 30 months.	\$10 three times each year.	\$30
Well-Child Visit (3 years – 17 years)	For ages 3 years – 17 years.	\$20 once each year.	\$20
Vaccination – Tetanus-Diphtheria-Pertussis (Tdap)	For ages 11 – 17 years. <i>Recommended ages 10-12 years.</i>	\$15 one time.	\$15
Vaccinations – HPV	For ages 11 – 17 years. <i>Recommended ages 9-12 years.</i>	\$30 one time. <i>You must have the series of three shots to receive rewards.</i>	\$30
Vaccination – Meningococcal	For ages 11 – 17 years. <i>Recommended ages 11-12 and 16-17 years.</i>	\$10 one time.	\$10
Annual Flu Shot	For ages 15 months – 17 years.	\$10 once each year.	\$10
ADHD – Follow up visits within 30 days of initial prescription	For ages 6 – 12 years. <i>Must have an ADHD diagnosis.</i>	\$10 once each year. <i>Only rewarded if diagnosis applicable.</i>	\$10
ADHD – Follow up visits within 10 months: visits within 10 months of initial prescription	For ages 6 – 12 years. <i>Must have an ADHD diagnosis.</i>	\$10 twice each year. <i>Only rewarded if diagnosis applicable.</i>	\$20



## Georgia Families® Health Plans

Compare extra benefits and choose a plan for each family member

CareSource Medicaid & MORE	peach state health plan.
1-855-202-0729   TTY 1-800-255-0056 www.CareSource.com/Georgia	1-800-704-1484   TTY 1-800-255-0056 www.pshp.com
<b>DENTAL AND VISION BENEFITS</b> <ul style="list-style-type: none"> <li>Expanded dental care for KIDS: Root canal treatment and permanent crowns (caps - front and back teeth), full and limited approved BRACES and MORE</li> <li>Dental care for ADULTS: Over 100+ covered dental services including: deep cleanings, fillings, dentures, partials and MORE</li> <li>Vision care: \$75 towards contacts or glasses of your choice</li> </ul>	<b>DENTAL AND VISION BENEFITS</b> <ul style="list-style-type: none"> <li>Dental: All members get two cleanings, exams, x-rays and simple tooth removal annually.</li> <li>Free electric toothbrush and dental care kit</li> <li>Vision: Free eye exam, glasses and \$100 towards your choice of glasses, contact lenses or broken frames.</li> <li>Unlimited approved over-the-counter items with RX. Tylenol, allergy relief and more.</li> </ul>
<b>HEALTHY &amp; ACTIVE KIDS</b> <ul style="list-style-type: none"> <li>FREE YMCA Family Membership (\$120 value)*</li> <li>Kids First reward program - earn up to \$60 or MORE</li> <li>Boys &amp; Girls Clubs® Annual Membership (\$65 value)*</li> <li>Girl Scout Membership - Kids and Adults (\$55 value)*</li> <li>FREE sports physicals*</li> <li>FREE bedding for youth with asthma</li> </ul>	<b>MY HEALTH PAYS FOR HEALTHY BEHAVIORS</b> <ul style="list-style-type: none"> <li>Up to \$400 in rewards*. Use your rewards for utility bills, rent, childcare, transportation, education, retail stores and more!</li> <li>Monthly raffle for healthy behaviors. iPad Mini, Old Navy, Foot Locker and more!</li> </ul>
<b>HEALTHY MOMS AND BABIES</b> <ul style="list-style-type: none"> <li>Babies First reward program - earn up to \$225</li> <li>Redeem rewards for over-the-counter (OTC) items, car seats, strollers, health &amp; wellness items at retailers like Walmart® and MORE</li> <li>FREE breast pump (\$300 value)*</li> <li>Baby showers and workshops for new moms</li> </ul>	<b>HELP KIDS STAY ACTIVE &amp; HEALTHY</b> <ul style="list-style-type: none"> <li>\$50 Sports Scholarship* for program fee at participating organizations. Sports Physicals covered when provided by your doctor</li> <li>Free Boys &amp; Girls Club Annual Membership</li> <li>Free Girl Scouts Annual Membership (K-12)</li> </ul>
<b>HEALTHY ADULTS</b> <ul style="list-style-type: none"> <li>MyHealth reward program earn up to \$105 or MORE</li> <li>Shop online for OTC, personal care and fitness items, cosmetics and MORE... Or choose gift cards to stores like Old Navy®, TJ Maxx®, Sephora® and MORE</li> <li>Get started with a FREE \$15 reward for completing your preferences and Health Risk Assessment (ages 18 &amp; up)</li> </ul>	<b>GET FIT REWARDS</b> <ul style="list-style-type: none"> <li>Free gym membership at participating gyms*</li> <li>Mobile Market (\$25 Value) Members receive fresh fruit, veggies and snacks plus meal planning kits at select community events.</li> </ul>
<b>FREE HELP AND BENEFITS</b> <ul style="list-style-type: none"> <li>Rides to doctor and pharmacy offered to PeachCare for Kids® and P4HB® members</li> <li>GED test and test prep vouchers (up to \$200)</li> <li>Rides to GED classes, job fairs and interviews (\$720 value)</li> <li>Help with interviews and resumes (\$500 value)</li> <li>Health fairs, job fairs, movie nights, back to school</li> </ul>	<b>EXTRA REWARDS FOR PREGNANT AND NEW MOMS</b> <ul style="list-style-type: none"> <li>Up to \$95 with our Start Smart for Your Baby® Program. Earn up to \$45 for your newborn. Free Breast Pump* and breastfeeding support</li> <li>Free Diapers and special prizes like a baby monitor (\$200), stroller, bassinet, diaper bag, car seat, or play mat at select baby showers</li> </ul>
<ul style="list-style-type: none"> <li>Help with interviews and resumes (\$500 value)</li> <li>Health fairs, job fairs, movie nights, back to school</li> </ul>	<b>SPECIAL FAMILY CARE PROGRAMS</b> <ul style="list-style-type: none"> <li>Childcare Help: Members can receive up to \$125 annually to help pay for childcare costs*</li> <li>Free member perks program for restaurants, movie tickets, oil changes and more. Over 300,000 participating discounts available!</li> <li>College prep resources. Up to \$150 value SAT, ACT Guide and up to \$200 Value GED Tests*</li> </ul>
*Benefits subject to member eligibility and qualification	*Eligible Members

# Peach State Update

Successful meeting with Peach State week of 3/21/2022.

- Committed to meeting with KHF on a consistent, ongoing basis.

## Outstanding Projects

- Global claims projects underway for COVID-related codes/claims.
- They are adjusting incorrectly processed codes.
- Expected to provide provider status in April meeting, if not before.

## 4/1/2021 Rates Claims Project

- 2 of 3 projects now complete. Impacted practices notified week of 3/21/2022.

## Individual Practice Inquiries

- A status or resolution was provided for all submitted concerns.
- Please continue to provide examples of claim or other concerns.

# 2021 CareSource Quality Reward

## Quality Rewards (QR) Medicaid Value-Based Reimbursement Program

- 2021 Results as of 1/20/2022

Measure	NCQA Percentile	Target Rate Percentage	Actual Claims For Hedis Reporting Period 1/1/2021 Thru 12/31/2021	Weight Total Incentive PMPM \$7.50	Incentive Earned
AMR0100-Asthma Medication Ratio - Performance Rate	75 <sup>th</sup>	68.13 %	84.42 %	30.00 %	\$2.25
CIS1900-Childhood Immunization Status - Combo 10	50 <sup>th</sup>	37.47 %	14.62 %	40.00 %	\$0.00
IMA0400-Immunization for Adolescents - Combo 1	90 <sup>th</sup>	90.02 %	68.14 %	30.00 %	\$0.00
<b>Total Incentive Earned PMPM</b>					<b>\$2.25</b>

Actively Engaged Member Months (YTD): 89,367

Total Incentive Earned for Reporting Period: \$201,075.75

*100% of incentives earned distributed to KHF practices.*

# 2022 CareSource VBR Program

Patsy

2022 measures include:

Measure (Admin Rates Only)	Target	Weight	Value
Childhood Immunization Status: Combo 10	50 <sup>th</sup> percentile	40%	\$3.00
Immunizations for Adolescents: Combo 1	90 <sup>th</sup> percentile	30%	\$2.25
Asthma Medication Ratio	75 <sup>th</sup> percentile	30%	\$2.25

Practices are eligible to receive a maximum incentive of \$7.50 PMPM.

- PMPM paid on actively engaged members with minimum of 1 claim within 16-month period.
- HEDIS calculations based solely on claims data.
- 2022 VBR PMPM will payout approx. June 2023.

## KHF Support

- Quarterly Member Roster
- Scorecard with targets and progress
- Recall lists

*100% of incentives earned distributed to KHF practices.*

# Communications Update/Plan

# Communications updates

Laura

## Important: KHF Payor, Programs & Communications Update 3.25.22- UHC Exchange Plan Update



Tina Lee

To

Cc: Annelise Marianetti; Barbara Douglas; Cathy Swaney; Domonique Solomon; Elizabeth Hogan; Laura Baldwin; Patricia Chastain; Shatell Blyden-Wade; Tandric Bowden; Tom Finnerty

Reply

Reply All

Forward



Fri 3/25/2022 12:39 PM

This message was sent with High importance.



Peach State Stat Lab List 508\_GA.PP.055-PhysiciansOfficeLaboratoryTesting.pdf  
585 KB

**Date:** March 25, 2022

**Type of Communication:** Informational

**Audience:** KHF Providers and Practice Administrators & Lead Physicians

Dear KHF Providers and Practice Administrators,

We have several updates to share regarding payor updates, programs and upcoming events. There is a lot of information, and we want to make sure we are keeping our membership informed. We recommend reading through this communication in its entirety and please reach out to us with any questions you may have!

### [Payor Updates:](#)

#### [UHC Exchange Communication Update](#)

3/25/2022

Re: **UHC Exchange Communication**

KHF Practices,

# Communications Update

Laura



March 25, 2022

[View as Webpage](#)

## Payor Updates

Anthem Touchpoint Meeting Update 3/23



### Very Important! Credentialing Information

Providers are responsible for updating their CAQH profile and keeping their credentialing file up to date.

# Quality Update

# 2022 Requirement Reminders

Laura

This January practices are asked to review the 2022 quality program requirements and return the attestation stating that:

- Practices will commit to quality improvement activities and coding for the 2022 TCCN Measures of Focus which are:
  - Well child 0-30 months
  - 3-21 Well Child Visits
  - Asthmatics
  - BCBS Contracted Measures
- Practices will work recall lists to improve measure rates (including BCBS lists)
- Commit to attending one of the two TCCN Clinical Quality Forums in 2022.
- Practices will continue current Quality Improvement efforts and adhere to Minimum Standards.

# New Population Health Tool

- Data Submission Requirement for CIN
- Migrating to a new population health tool
- Nothing changes for the practice



# TCCN Minimum Standards

Laura

Minimum Standard	% of KHF Practices Meeting Standard	# of Practices NOT Meeting Minimum Standard
Asthma Action Plan > 15%	79%	8
Coding for BMI > 55%	97%	1
Depression Screening > 50%	92%	1
Data Submission < 14 days	92%	3

**KHF Requirement: 100% of practices meeting all Minimum standards**

# New GA Medical License Requirement

- January 1, 2022
- Georgia O.C.G.A. § 43-34-11 requires physicians to “receive one-time education and training, for a minimum of two hours, regarding professional boundaries and physician sexual misconduct. Such education and training shall include subject matter relating to how to proceed with basic as well as sensitive or intimate examinations and the communication with patients that is required as a component of such examinations.”
- MAGMutual is working on a CME Program, and it should be released in 2-3 weeks
- MAG (Medical Association of Georgia) – has a CME available now
  - Non-members \$100
  - Members - \$0

# Tom Update and Q & A



Tom

**Any additional items for  
discussion?**

Tom

**THANK YOU**



# KHF Credentialing

- Process for experienced physicians
- Process for new graduates from residency
- CAQH

**Prescreening (48 hours) → Malpractice Insurance COI (7 days) →**

**CHOA Privileging (3-4 months) →**

**KHF Credentialing (2 months) → Payor Compliance (3 months)**