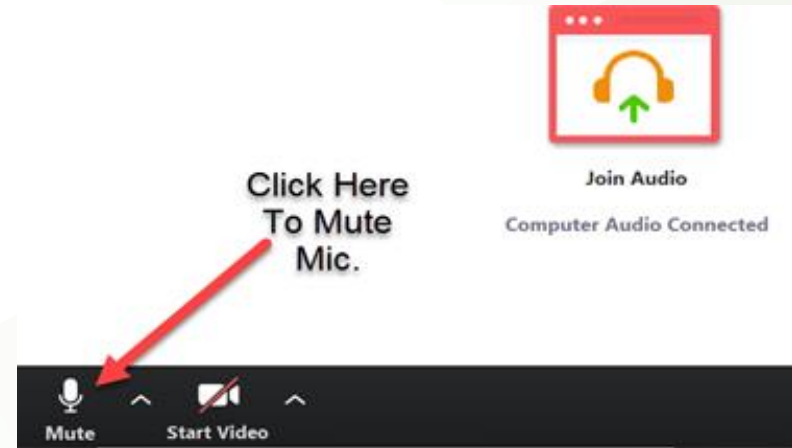


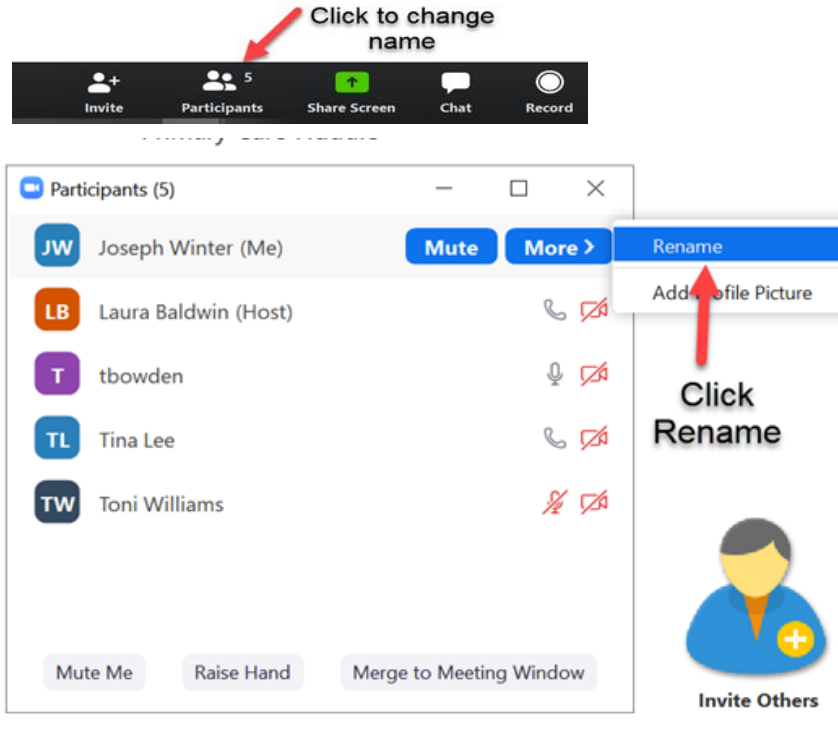
Audio Best Practices

- Please Mute your Microphone upon entry
- **Be mindful of:**
- -Audio Feedback Loops
- -Echo
- -Background noise



Please Rename Yourself to First and Last name

- Step 1:
- Step 2:





**KIDS
HEALTH
FIRST**

PEDIATRIC ALLIANCE



KHF PA Meeting

IPA-GA network

August 18, 2022

Zoom



Topics:

- Contracting Updates
- Benchmarking
- Membership Dues
- Commercial and CMO Updates
- Value Added Services Updates
- PA Liaison Update
- Credentialing Updates

Contracting Update

TCCN Contracting Update

Tom

- Anthem
- Caresource

Anthem Update

Anthem delegated credentialing agreement effective 7/1/2022

- **New application:** New providers *should not* complete an application on the Anthem website.
 - Please submit a request to add a new provider to your TCCN Anthem representative.
 - They will provide you a TCCN Election Packet for completion.
- **Changes/Terms for Existing Providers:**
 - Provide request details on a practice letterhead.
 - Include a W9 for all address, location and billing, changes.
 - Send letter and W9 to your Anthem TCCN representative.

TCCN will submit your data requests to Anthem going forward.

Peach State Settlement Update

- Practices accepting settlement
 - Finalizing settlement agreements with Legal
 - Once complete, practices to review, sign, and return
 - Settlement checks will be sent to W9 address
- Practices requesting claims analysis
 - Pending claims reports from PSHP

KHF Contracting Update

Liz

- United HealthCare
 - Commercial Contract
 - Agreed to Year 1 and 2 rates & reconcile amount
 - Awaiting year 3 rates and Quality Metrics
- Humana – reached out to us about a quality program

Reminder

All fee schedules are on the KHF member website.
We will be emailing out instructions on how to access

KHF Credentialing Midlevels

Tom

Payor	Last Amendment	Mid-Levels Included	Mid- levels rate	Mid-Level Credentialing
Aetna		Yes	85%	
Anthem (TCCN)		Yes	85%	
UHC				
Humana				
Cigna				

Exchange Plans Update

In-Network- Confirmed

- Aetna Exchange (Aetna CVS Health Plan) – in network at commercial rates
 - Underpayments-Aetna has confirmed to do a reprocessing project on Covid Vaccines and Admin codes.
- Aetna Whole Health – Coke employees – In network at commercial rates
- Cigna Connect – In network at commercial rates
- Cigna + Oscar Network - In network at commercial rates
- UHC Exchange – in network at commercial rates
 - Amendment approval presented tonight - Effective 1/1/2022 (retro)
 - Underpayment and load issues, KHF is working to resolve

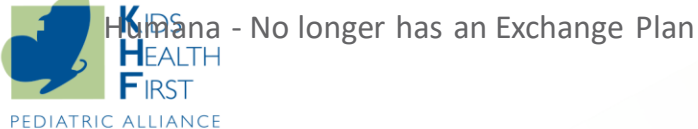
Not participating - Confirmed

- Caresource Marketplace
- Cigna Oscar

Out-of-Network

- Alliant
- Kaiser
- Ambetter

Other:



Commercial and CMO Payor Issues

Commercial Payor Issues

Patsy

GREAT NEWS!!!!

Aetna committed to performing a reprocessing project for the COVID vaccine payment. They confirmed the underpayments were caused by an internal issue.

- Domonique submitted all Tax IDs for the KHF network to be included in the project.
- Aetna will provide more detail as the project begins in the next week.

CMO Payor Issues

Congratulations!

- Total incentives earned for 2021 is \$204,779.25!
 - Met Asthma Medication Ratio measure.
- 100% of incentives earned to be distributed to KHF practices.
 - Checks to be distributed soon!

Thank you all for your hard work!

CareSource Recall Lists

- Quality Measures for 2022
 - Asthma Medication Ratio
 - Immunization for Adolescents: Combo 1 *New 2022 Goal!*
- Recall lists sent securely
 - March 32% unopened, May 44% remain unopened
- Recall list format
 - **Red:** The member birthday has past, immunizations need to be verified, and a claims submitted to CareSource if needed.
 - **Yellow:** Upcoming deadline and members need to be scheduled or reminded of their immunization need.
 - **Green:** There is a future deadline approaching.

Subscriber ID	Member	Date of Birth	Exact Due Date	Due Date Past?	Address	City	State	Zip Code	Compliance Status	Phone Number
			1/9/2022	Y					Non-compliant	
			9/20/2022	Soon					Non-compliant	
			10/29/2022	N					Non-compliant	

Practice Administrator Liaison

Practice Administrator Liaison

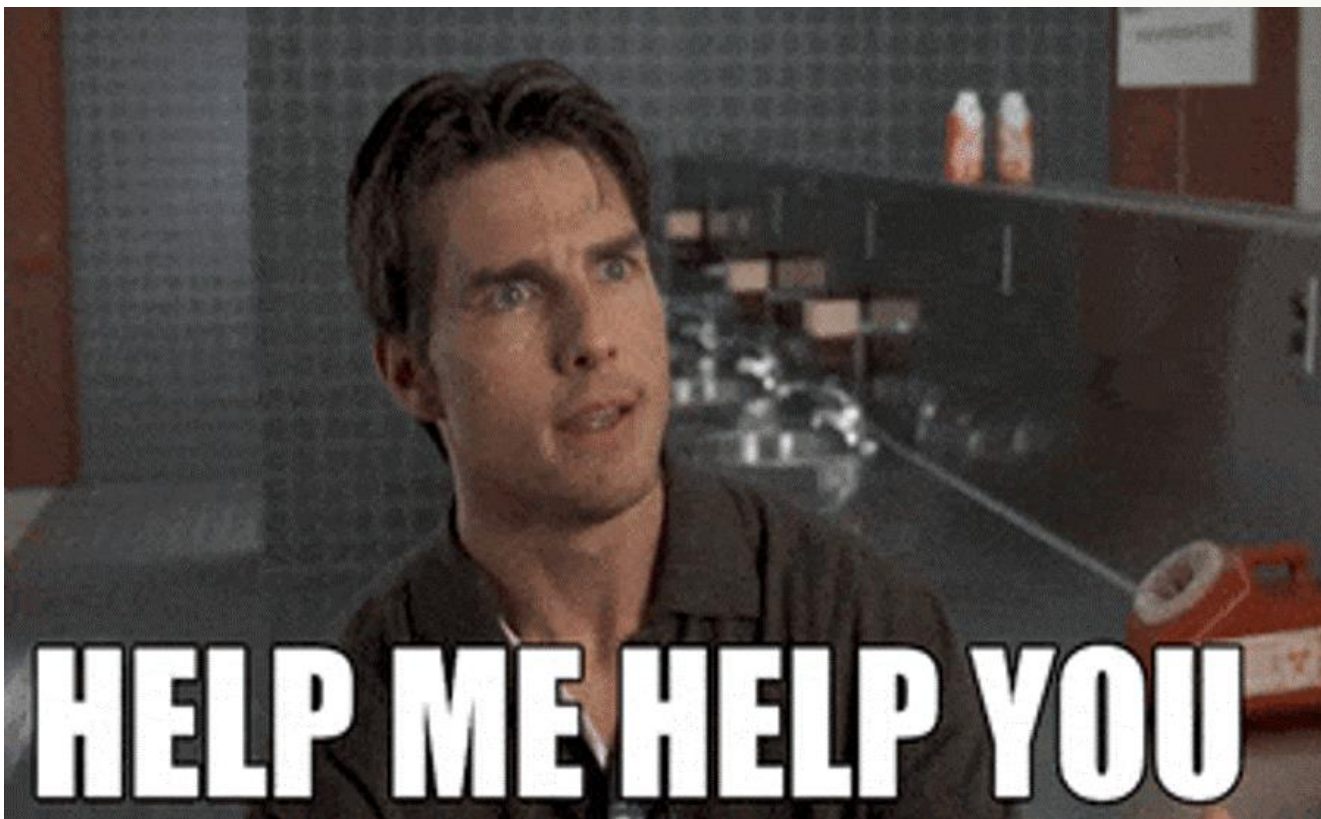
Donna

Goal:

- Enhance connection with current network practices via a peer-to-peer role with the Practice Administrators – KHF's most important customer

How:

- Provide sounding board for issues/concerns
- Serve as practice advocate to KHF leadership and staff
- Provide a focus on reciprocal communication & understanding between practice and KHF



HELP ME HELP YOU

Making Kids Health First Better for You

- Pre-Survey- how are we doing now?
- Visits to offices- face to face meeting with YOU
- Ongoing feedback- what's working, what needs tweaking
- Keeping you informed- “RoundUp”, PA Meetings

Next Steps



Complete the Survey
(arrives by end of the
month)



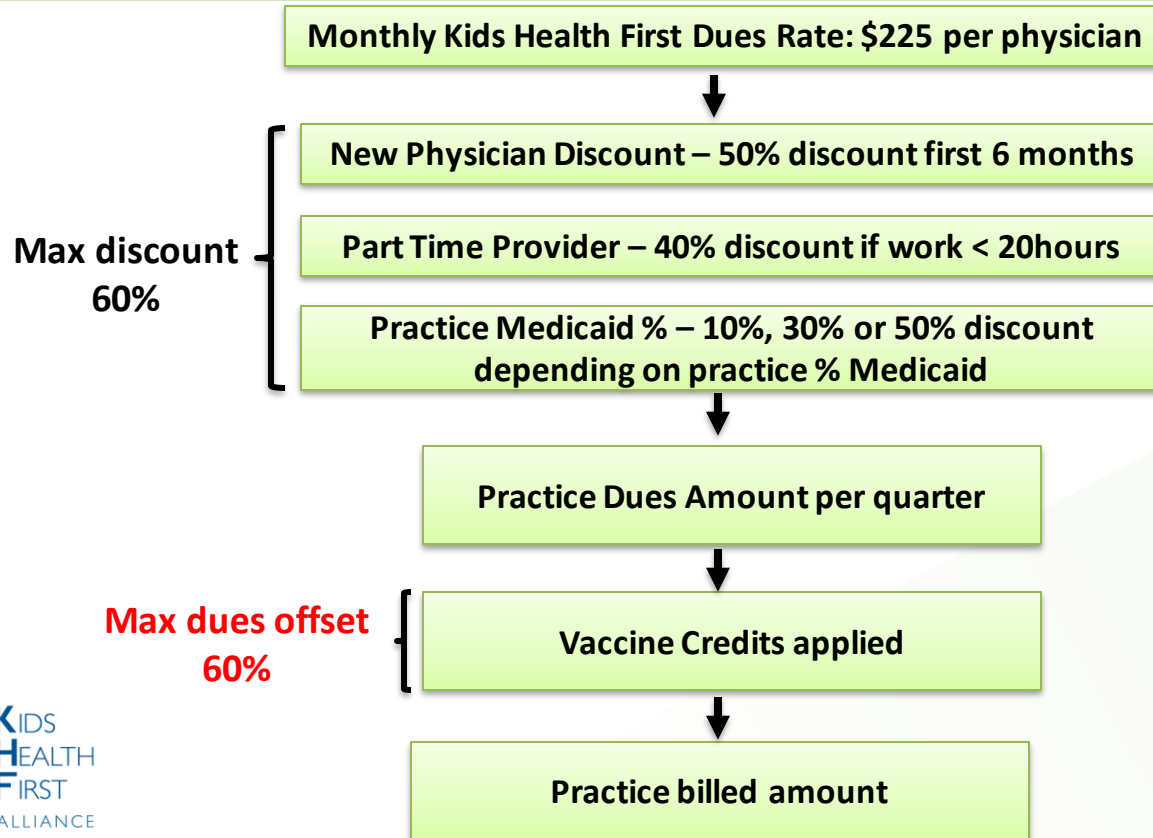
Take my call!

Changes in Membership Dues

Liz Hogan

Membership Dues Structure

Liz



Vaccine 60% max dues offset

Liz

- Accumulated credits will be used to pay dues going forward (they are not forfeited)
- Any accumulated credits remaining at the end of 2022 will be paid to the practices.
 - ~ 3 practices
- Any new Sanofi vaccine credits (Received in 2022) will subsidize up to 60% of a practice's dues. Credits above that amount will not accumulate for the practice

Dues billing

- Quarter 2 and Quarter 3 dues billing will be going out by the end of next week.
- Practices will have 30 days to pay
- If this presents a problem for you , please reach out and we will work with you on payment

Benchmarking Summary

Liz

Survey	% Participation
Top Codes	89%
Salary Survey	74%
Practice Benchmarking Survey	66% - \$100 Amazon Gift Card

	# practices	% Practices
Participated in all 3 surveys	22	58%
Participated in 2 surveys	8	21%
Participated in 1 survey	5	13%
Did not participate	3	8%

Barbara

Value Added Services

KHF Recruiting Program

- Unemployment remains low
- The Great Resignation – still happening
- Great candidates still - Need to act fast
- Adapting the program to needs
- ROI
- Schools
- NP's

Shannan Berry, Recruiter – 678-480-3323

Sberry@khfirst.com

KHF Recruiting Program

- 28 out of 38 Practices use Breezy HR
- Practices hired 21 candidates through Breezy HR
- Job ads are tailored to individual practice needs, as requested
 - Contact Shannan for any openings you have
- Breezy HR job postings appear on:
 - Indeed
 - Zip Recruiter
 - Glassdoor
 - Google Jobs
 - LinkedIn

Shannan Berry, Recruiter – 678-480-3323

Sberry@khfirst.com

Recruiting Tips

- Minimize the number of days from when you receive the resume and schedule an interview.
- **Ghosting is not going away**
 - interview twice as many candidates as you would in the past
 - do not stop the interview process until the new hire(s) show up for their first day
- Provide clear expectations on what the role is and isn't
 - have candidates tour the workplace
 - let them see what the job is and who their colleagues will be
 - make them feel at home, and
 - let them have a peek inside your culture, so people opt in, instead of you choosing them
- Provide as much clarity around
 - the schedule and pay
 - a realistic job preview and nonnegotiable aspects of the job helps prevent ghosting

- Flu – On time
- FluMist – McKesson shipping next week
 - **Remember:** Has short shelf life – spread out your shipments
- Vaxelis
- Vaxneuvance

Other Resources

Barbara

- Risk Management Questions
- HR Questions
- Up To Date Through MAGMutual

KHF exists to support practices and your needs.
Please let us know how we can help!

Quality, Communications, and Meeting Updates

2 Week Data Submission Requirement

- The TCCN Board of Directors met on May 18, 2022, and revisited the initial recommendation made in 2018. At this time, by vote of the BOD (as allowed by the TCCN agreement with Network Participants), the TCCN BOD requires all practices to submit claims data to the PHM Tool **within 14 calendar days of the most recent encounter date**. This requirement will take effect **beginning August 1, 2022**.

TCCN Metrics

As part of the 2022 TCCN Quality Program, we are asking that all practices commit to quality improvement activities and coding for the 2022 TCCN Measures of Focus which are listed below:


- Well Child 0-30 months
- 3-21 Well Child Visits
- Asthma
- Behavioral Health and Depression Screenings
- Anthem/BCBS Contracted Measures (next slide)
- ***Practice Action: Open and work recall lists for 3-21 and Asthma coming next week!**

Anthem Measures of Focus

- Appropriate Testing for Children with Pharyngitis
- Appropriate Treatment for URI
- Asthma Medication Ratio
- Well Child 3-6 Years
- Brand Formulary Compliance rate

***Practice Action: Review Scorecards and aim to improve if not meeting minimum target.**

Communications



Your Weekly Prescription for News and Updates

Note: New Content Noted with Asterisks* and Highlighted**

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!

Important Updates

2-Week Data Submission Requirement

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August 12, 2022
Note: New Content Noted with Asterisks and Highlighted.**
Please scroll to see all updates in each section.

[View as Webpage](#)

Important Updates

TCCN Member Candidate for National AAP Board of Directors**

Terri McFadden, MD, has been nominated as a candidate for the national American Academy of Pediatrics' board of directors. Dr. McFadden is Professor of Pediatrics at Emory University School of Medicine and served as Medical Director of Primary Care at Hughes Spalding Hospital and president of the Georgia Chapter of the AAP. Dr. McFadden recently became an [affiliate member of TCCN through the Children's Primary Care Clinic at Hughes Spalding](#).

Voting will begin August 17th and end August 31st.

[Click here to read the full details from AAP](#)

Behavioral and Mental Health Continuing Education Needs Assessment

Upcoming Meetings

OSHA Meeting

- Virtual OSHA meeting September 15th 10-12. Meeting link coming soon.

Coding Seminar

- Working on finding coding expert for annual Coding meeting. Dr. Tuck retired.

Q & A



**Any additional items for
discussion?**

THANK YOU

