V2-2021

Provider
Newsletter

CommunityHealthChoice.org

713.295.2295 | 1.888.760.2600 (Medicaid/CHIP)
713.295.6704 (Marketplace)
713.295.5007 (HMO D-SNP)

COMMUNITY HEALTH CHOICE

In this issue

Feedback

What do you think about our Provider Newsletter? Do you have any feedback you would like to share with us? We are always working to make the content and format **easy to understand, helpful** to you and your staff, and **applicable** to your day-to-day work. If you have any comments, suggestions or ideas for future articles you would like to see, please share with your Provider Engagement Representative or email us at ProviderRelationsInquiries@CommunityHealthChoice.org.

Non-Emergency Medical Transportation for STAR Members

Non-emergency Medical Transportation (NEMT) Services provide transportation to non-emergency health care appointments for STAR Members who have no other transportation options. These trips include rides to the doctor, dentist, hospital, pharmacy, and any other places they receive Medicaid services. These trips do NOT include ambulance trips.

As of **June 1, 2021**, Community Health Choice (Community) began providing transportation services for STAR Members and will use **Access2Care** to provide NEMT Services.

- **Access2Care** is available 365 days a year, 7 days a week, 24 hours a day.
- Members can call **Access2Care** toll-free at **1.844.572.8194** at least 48 hours before the scheduled appointment. They may be able to get a ride sooner for an urgent care appointment.
- Members can also schedule transportation through the **Access2Care** (A2C) Member app which they can download from their app store.
- Providers can also arrange transportation for Members by calling **Access2Care** at 1.844.572.8194, or schedule online by visiting the Community Provider Portal for the link to **Access2Care**'s reservation system.

What services are part of Access2Care's Services?

- Passes or tickets for transportation such as mass transit within and between cities or states, including by rail or bus.
- Commercial airline transportation services.
- Demand response transportation services, which is curb-to-curb transportation in private buses, vans, or sedans, including wheelchair-accessible vans, if necessary.
- Mileage reimbursement for an individual transportation participant (ITP) for a verified completed trip to a covered healthcare service. The ITP can be the Member, a responsible party, a family member, a friend, or a neighbor. Pre-approval is required to be an ITP.
- If Member is 20 years old or younger, he/she may be able to receive the cost of meals associated with a long-distance trip to obtain healthcare services. The daily rate for meals is $25 per day for the Member and $25 per day for an approved attendant.
- If Member is 20 years old or younger, Member may be able to receive the cost of lodging associated with a long-distance trip to obtain healthcare services. Lodging services are limited to the overnight stay and do not include any amenities used during their stay, such as phone calls, room service, or laundry service.
- If Member is 20 years old or younger, Member may be able to receive funds in advance of a trip to cover authorized Access2Care services.
- If the Member needs an attendant to travel to their appointment with him/her, Access2Care will cover the transportation costs of the attendant.
- Children 14 years old and younger must be accompanied by a parent, guardian, or other authorized adult.
- Children 15–17 years old must be accompanied by a parent, guardian or other authorized adult or have consent from a parent, guardian or other authorized adult on file to travel alone. Parental consent is not required if the healthcare service is confidential in nature.

Forms for the Provider to Complete

There may be times when **Access2Car**e will require additional documentation from the Member's Provider or Parent/Guardian. The Travel Assessment Form will be available to Providers from the Community site. Providers will complete the form to address the following about the Member:

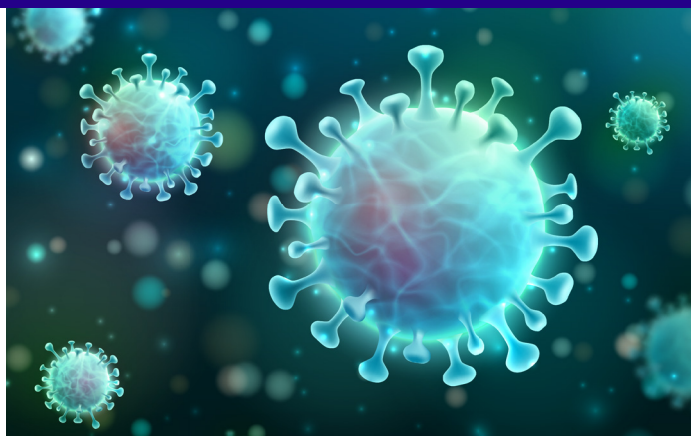
- Health plan information
- Level of disability
- Recommended transportation
- Attendant necessity for the trip
- Provider's information

If you have questions about NEMT services or if Members, your patients, need this service, please contact us at 713.295.2295.

Coronavirus (COVID-19)

Community continues to monitor the coronavirus disease (COVID-19) and the most updated information from the Centers for Disease Control and Prevention (CDC), Texas Department of State Health Services, and the Harris County Public Health Department.

Please visit our website where you will find a page dedicated to COVID-19 with the most current information, updates, and resources: https://provider.communityhealthchoice.org/coronavirus/.



Special Enrollment Period (February 15 - August 15, 2021)

If you have patients who need health coverage, they have a second chance to enroll in one of Community's Health Insurance Marketplace plans!

In response to the COVID-19 Public Health Emergency, the Centers for Medicare & Medicaid Services (CMS) announced a Special Enrollment Period (SEP) for the Health Insurance Marketplace. This SEP is open to all Marketplace-eligible individuals and families who are submitting new applications or updating existing applications.

For more information, please contact Provider Services at 713.295.6707 or visit our website.

- Benefit Plan information: https://www.communityhealthchoice.org/health-insurance-marketplace/shop-our-2021-plans/
- Special Enrollment Period: https://www.communityhealthchoice.org/health-insurance-marketplace/special-enrollment-period/

Healthy Texas Women

The Healthy Texas Women Program provides family planning exams, related health screenings, and birth control to women ages 18 to 44 whose household income is at or below the program's income limits (185% of the federal poverty level). An application must be submitted for services through this program.

To learn more about services available through the Healthy Texas Women Program, write, call or visit the program's website:

Healthy Texas Women Program
P.O. Box 149021
Austin, TX 78714-9021
Phone: 1.800.335.8957

Website: https://www.healthytexaswomen.org/healthcare-programs/healthy-texas-women

Fax: (toll-free) 1.866.993.9971

Balance Billing

STAR and CHIP

Members enrolled in STAR and CHIP have certain rights and protections against balance billing. Members are not responsible for any Covered Services. Medicaid reimbursement is considered as payment in full for those services covered under Texas Medicaid (TMHP Manual 1.6.9).

Balance billing is illegal under both state and federal law (Section 1902(n)(3)(B)) of the Social Security Act, as modified by section 4714 of the Balanced Budget Act of 1997). Please refer to the Texas Administrative Code Chapter 354 Rule §354.1005 and §354.1131.

CHIP Members are responsible for their copayments, as applicable, to their Federal Poverty Level (FPL).

Marketplace

Marketplace Members are responsible for out-of-pocket expense or cost-sharing amounts, such as copayments, coinsurance or deductibles for Covered Services identified in the Member's Benefit Plan/Program. Reimbursement is considered as payment in full for those services and balance billing is prohibited.

Medicare

Medicare D-SNP Members are responsible for out-of-pocket expense or cost-sharing amounts such as copayments, coinsurance or deductibles for Covered Services identified in the Member's Benefit Plan/Program. Reimbursement is considered as payment in full for those services and balance billing is prohibited.

Billing for Immunization Administration with Counseling Documentation Guidelines

Use report codes 90460 and 90461 only when the physician or qualified healthcare professional provides face-to-face counseling of the patient/family during the administration of a vaccine. Counseling is a discussion with a patient and/or family concerning one or more of the following but is not limited to:

- Obtaining information on potential contraindications to receiving a particular vaccine(s)
- Reviewing/discussing the relevant CDC Vaccine Information Statement(s) (VIS)
- Reviewing/discussing risks and benefits of specific vaccine(s).

For more details on the definition of “Counseling,” please refer to the evaluation and management (E/M) service guidelines in your current CPT codebook.

Helping Our Members Find a Job and Start Their Careers

Community Health Choice (Community) has scholarships available for our Members to start their careers through a program called CareerReady. CareerReady connects Members with the resources they need to pursue an education that will enable them to be hired for a job that offers a livable wage. Through the scholarship, Community will cover tuition and supplies for a job certification at Houston Community College or San Jacinto College. Initially, CareerReady was only available to Medicaid members who were high school seniors or pregnant. Now, CareerReady is available to Marketplace Members who are between the ages of 18 and 30, too! Every Member in CareerReady will be matched with a Life Coach who will support them in applying for school, completing their certification program, and reaching their career goals.

In addition, to make CareerReady available for parents and family members of Community Health Choice (Community) Members, Community is collaborating with WorkTexas at Gallery Furniture. WorkTexas offers job certification programs in carpentry, welding, electrical, automotive, child development, and more. Similar to CareerReady, the goal of WorkTexas is to provide students with education and job training to help them get a job and make a livable wage. WorkTexas offers hands-on training with potential employers. Students can learn a skill and graduate within six months. WorkTexas is available to anyone. Priority admission into WorkTexas programs is given to Community Members and their families. Joining WorkTexas is at no cost for Community Members, their parents or partners. As a bonus, each Community Member is assigned a Life Coach through Community's CareerReady program to support their success during the process of finishing their job training and finding a job.

To apply for CareerReady, please visit:

https://www.communityhealthchoice.org/life-services/

Email: LifeServices@CommuniyHealthChoice.org

Phone: 281.384.0551

You can sign up for WorkTexas through the link above or in person:

Gallery Furniture
6006 North Fwy. Houston, TX 77076
Monday – Friday: 9:00 a.m. – 5:00 p.m.

The Social Needs of Our Members and ICD-10 Z-Codes Through a New Partnership With WorkTexas

Community values the great care and attentiveness you provide for our Members, your patients. To help track and address the social needs of our Members, we ask you to include Social Determinants of Health (SDoH) ICD-10 Z codes on the claims you submit to Community. SDoH are the conditions in the places where people live, learn, work and, play that affect a wide range of health and quality of life risks and outcomes. They include:

- Access to healthcare, insurance coverage, and healthy foods
- Education and health literacy
- Employment
- Living situations and environments
- Social support networks

As a health plan, why does Community care?

The SDoH of every patient who comes into your office can affect their overall health and response to care provided. Medicaid enrollees are particularly likely to struggle with basic needs like housing, transportation, and food. With your help, we can help remove the barriers and improve the health and overall quality of life for the Members we serve. With the ICD-10 Z-Code data, Community will better understand the unique needs of Community Members.

Community will use this information to better serve our Members and create programs to address their social needs. In addition, Community will use this information to advocate at the state and federal level for social programs to address these needs.

How can you help address the social need?

Community has a new partnership with Aunt Bertha, a network that connects people seeking help to verified social care providers. This service is available to you as a Provider of Community for free.

You can connect to the Aunt Bertha network through the website specifically created for Community Members: https://community.auntbertha.com/.

You can also access Community's Aunt Bertha page through the Provider website under Tools and Resources. The Aunt Bertha website lists local organizations that address social needs by zip code. Using Aunt Bertha is as easy as 1, 2, 3. Once you identify the social need of your patient, the only thing you need is the zip code in which the patient lives. Type that zip code into Community's Aunt Bertha page and a list of resources will come up. Click on the social need column to narrow it down by social need. Finally, share the list of resources with your patient.

List of common ICD-10 Z-Codes

Please use the following list of ICD-10 codes to include in the appropriate claims you submit. These codes do not address all social needs that influence health and wellness. However, these codes will help us better understand and address some of the SDoH of your patients.

Abuse (history of)
Z62.810 Personal history of physical and sexual abuse in childhood
Z62.811 Psychological abuse in childhood
Z62.812 Neglect in childhood
Z62.819 Unspecified abuse in childhood

Education
Z55.0 Illiteracy and low-level literacy
Z55.1 Schooling unavailable and unattainable
Z55.2 Failed school examinations
Z55.3 Underachievement in school
Z55.4 Educational maladjustment and discord with teachers and classmates
Z55.8 Other problems related to education and literacy
Z55.9 Problems related to education and literacy, unspecified

Family/Primary Support Group Issues (Relationship)
Z63.31 Absence of family member due to military deployment
Z63.32 Other absence of family member
Z63.4 Disappearance and death of family member
Z63.5 Disruption of family by separation and divorce
Z63.71 Stress on family due to return of family member from military deployment
Z63.79 Other stressful life events affecting family and household
Z63.0 Problems in relationship with spouse or partner
Z63.6 Dependent relative needing care at home
Z63.8 Other specified problems related to primary support group
Z63.9 Problem related to primary support group, unspecified

Economic Difficulties
Z59.5 Extreme poverty
Z59.6 Low income
Z59.7 Insufficient social insurance and welfare support
Z91.120 Patient's intentional underdosing of medication regimen due to financial hardship
Z59.0 Homelessness
Z59.1 Inadequate housing
Z59.9 Problems related to housing and economic circumstance, unspecified

Environmentally
Z77.011 Contact with and (suspected) exposure to lead
Z77.1 Contact with and (suspected) exposure to environmental pollution and hazards in the physical environment
Z59.3 Problems related to living in residential institution
Z59.4 Lack of adequate food and safe drinking water
Z57.2 Occupational exposure to dust
Z57.31 Occupational exposure to environmental tobacco smoke
Z57.39 Occupational exposure to other air contaminants
Z57.4 Occupational exposure to toxic agents in agriculture
Z57.5 Occupational exposure to toxic agents in other industries
Z57.8 Occupational exposure to other risk factors
Z57.9 Occupational exposure to unspecified risk factor

Nutrition and Food Insecurity
Z59.4 Lack of adequate food
Z71.3 Dietary counseling and surveillance
Z59.4 Lack of adequate food and safe drinking water
Z62.819 Unspecified abuse in childhood

Parent/Sibling-Child Issues
Z62.0 Inadequate parental supervision and control
Z62.1 Parental overprotection
Z62.3 Hostility towards and scapegoating of child
Z62.6 Inappropriate (excessive) parental pressure
Z62.820 Parent-biological child conflict
Z62.821 Parent-adopted child conflict
Z62.822 Parent-foster child conflict
Z62.890 Parent-child estrangement NEC
Z62.891 Sibling rivalry

Sleep Issues
Z72.820 Sleep deprivation
Z72.821 Inadequate sleep hygiene

Stress (Not listed elsewhere)
Z73.3 Stress, not elsewhere classified

Substance Use
Z63.72 Alcoholism and drug addiction in family
Z71.41 Alcohol abuse counseling and surveillance of alcoholic
Z71.42 Counseling for family member of alcoholic
Z71.51 Drug abuse counseling and surveillance of drug abuser
Z71.52 Counseling for family member of drug abuser

Employment
Z56.0 Unemployment, unspecified
Z56.1 Change of job
Z56.2 Threat of job loss
Z56.4 Discord with boss and workmates
Z56.5 Uncongenial work environment
Z56.6 Other physical and mental strain related to work
Z56.89 Other problems related to employment
Z56.9 Unspecified problems related to employment

Psychosocial Issues
Z64.0 Problems related to unwanted pregnancy
Z64.4 Discord with counselors
Z65.1 Imprisonment and other incarceration
Z65.2 Problems related to release from prison
Z65.3 Problems related to other legal circumstances
Z65.4 Victim of crime and terrorism
Z65.5 Exposure to disaster, war, and other hostilities
Z65.8 Other specified problems related to psychosocial circumstances
Z65.9 Problem related to unspecified psychosocial circumstances

Social Issues
Z60.0 Problems of adjustment to life-cycle transitions
Z60.3 Acculturation difficulty
Z60.4 Social isolation, exclusion, and rejection
Z60.5 Target of (perceived) adverse discrimination and persecution
Z60.8 Other problems related to social environment
Z60.9 Problem related to social environment, unspecified

Transportation Difficulty
Z91.89 Other specified risk factors, not elsewhere classified

Upbringing Issues
Z62.21 Child in welfare custody
Z62.22 Institutional upbringing
Z62.29 Other upbringing away from parents
Z62.898 Other specified problems related to upbringing
Z62.9 Problem related to upbringing, unspecified

Medicare Advantage (HMO D-SNP) with Community

What is a Dual-Eligible Special Needs Plan (D-SNP)?

A D-SNP INCLUDES EVERYTHING ORIGINAL MEDICARE COVERS AND MORE.

D-SNPs cover doctor visits, hospital stays and prescription drugs. All Medicare-covered costs will be lowered and many times you'll pay $0. Members also receive extra benefits beyond Original Medicare at no cost.

SAVINGS ON MEDICARE-COVERED BENEFITS

Hospital
- Hospital stays
- Emergency room
- Skilled nursing
- Home health

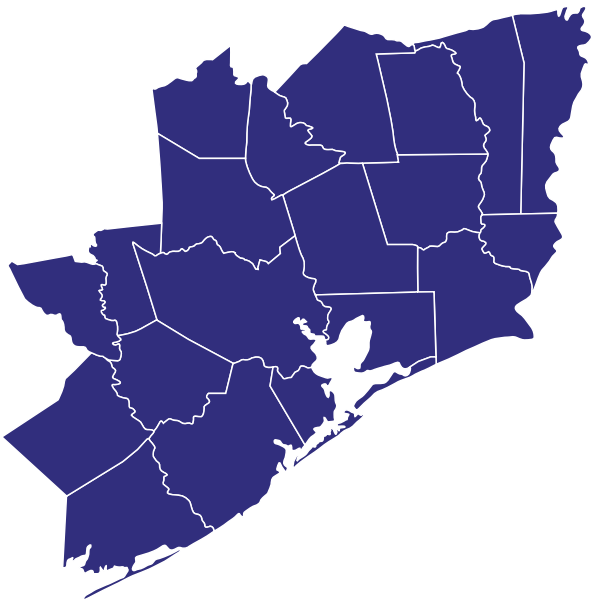
Doctors
- Doctor visits
- Screenings and shots
- Lab tests
- Medical equipment

Prescription Drug Coverage
- Thousands of drugs

Additional Benefits Like:
- Dental
- Hearing
- Vision
- Transportation
- Dollars for health products

Who is Community Health Choice?

At Community, we want to improve the health and well-being of low-income Texans by opening doors to lower-cost, quality health care.



LOCAL
We are a local, nonprofit, managed-care company providing health insurance from the heart. We are proud to serve over 400,000 grandparents, parents, and children in the 20-county area where we live and work.

TRUSTED
We have helped our members save on the health care they need for over 20 years.

LARGE NETWORK
We have one of the largest medical networks in Southeast Texas.

Provider Self-Audit

Community relies upon the healthcare industry to assist in the identification and resolution of matters that adversely affect the Medicaid, Marketplace, and Medicare Advantage Programs, and believes that a cooperative effort in this area will serve our common interest of protecting the financial integrity of these programs and ensuring proper payments to providers.

Community believes the use of self-audits assists Providers in preventing the submission of erroneous claims or engaging in unlawful conduct involving healthcare programs. Community's self-audit protocol is intended to facilitate the resolution of matters that, in the provider's reasonable assessment, potentially violate state administrative law, regulation or policy governing the Medicaid, Marketplace, and Medicare Advantage programs, or matters exclusively involving overpayments or errors that do not suggest violations of law.

To assist Providers with self-audits, Community has developed a self-audit process that includes an introductory letter, spreadsheet of claims the Provider is expected to self-audit, and instruction for completing and returning the results of the self-audit.

Self-Audit Process

1. Community's Special Investigation Unit (SIU) will supply the Provider a list of all claims subject to the self-audit.
2. The Provider will review their medical record documentation.
3. Upon review of medical record documentation, the Provider will determine if:
    a. Documentation supports the service billed
    b. Documentation identified that a more appropriate code should have been billed
    c. Documentation or lack of documentation determined the service(s) should not have been billed
4. The Provider will indicate their findings on the spreadsheet of claims provided.
5. The Provider is required to return the completed spreadsheet and signed attestation form to Community's SIU by the due date populated on their request letter:

Via U.S. Mail:
Community Health Choice
ATTN: SIU
2636 South Loop West, Suite 125
Houston, TX 77054

Via Secure Email: SIU@communityhealthchoice.org

SIU Contact Information

For any questions, concerns or extensions the Provider may have, they can reach out to Community's SIU via email. If the Provider prefers a phone call, they may indicate in their email their call-back information, and SIU will return the call as soon as possible.

Reporting Provider or Recipient Fraud, Waste or Abuse

Let us know if you think a doctor, dentist, pharmacist, other healthcare Provider or Member receiving benefits is doing something wrong. Doing something wrong could be fraud, waste or abuse, which is against the law.

For example, tell us if you think someone is:

- Getting paid for services that were not given or necessary.
- Not telling the truth about a medical condition to get medical treatment.
- Letting someone else use their Medicaid or CHIP ID.
- Using someone else's Medicaid or CHIP ID.
- Not telling the truth about the amount of money or resources he or she has to get benefits.

To report waste, abuse or fraud, choose one of the following:

- Call the OIG Hotline at 1.800.436.6184;
- Visit https://oig.hhsc.state.tx.us/. Under the box labeled "I want to," click "Report Fraud, Waste or Abuse" to complete the online form; or
- You can report directly to Community at:

  Community Health Choice
  Chief Compliance Officer
  2636 S. Loop West, Ste. 125
  Houston, TX 77054
  1.877.888.0002

How to Report Healthcare Fraud

- Call the Compliance hotline at 1.877.888.0002.
- Email us: SIU@CommunityHealthChoice.org.
- Write to us at:

  Community Health Choice
  Special Investigations Unit
  2636 S. Loop West, Ste. 125
  Houston, TX 77054

Don’t Let This Happen to You: Medical Record Documentation Errors

Community routinely conducts audits and reviews via medical records for appropriate coding and documentation of services billed to ensure claim payments to Providers are accurate. To avoid issues including, but not limited to, requests for refunds from Community or regulatory agencies, please follow the principles of documentation listed below, which are applicable to all types of medical and surgical services in all settings:

- The medical record **must** be complete and legible.
- The documentation of each patient encounter **must** include:
  - reason for the encounter and relevant history, physical examination findings, and prior diagnostic test results;
  - assessment, clinical impression or diagnosis;
  - plan for care; and
  - date and legible identity of the patient and the author.
- If not documented, the rationale for ordering diagnostic and other ancillary services should be easily inferred.
- Past and present diagnoses along with allowed conditions should be accessible to the treating and/or consulting physician.
- Appropriate health risk factors should be identified.
- The patient's progress, response to and changes in treatment, and revision of diagnosis should be documented.
- The CPT, Level II, and Level III HCPCS and ICD codes reported on claim forms submitted to Community **must** be supported by the documentation in the medical record.

Don’t Let This Happen to You: Top Billing Errors

Community aims to adjudicate Clean Claims timely and accurately. The following are top reasons that cause denials or delays in payment.

Who	What	Causes of denials or delays	Do
All Providers	Taxonomy	• The taxonomy code and NPI number for both the rendering and the billing Provider are not present on the claim	Include the taxonomy code and NPI number for both the rendering and the billing Provider appropriately.
	Services/Billing Codes in Participating Agreement	• Authorization request includes services or billing codes NOT included in the Participating Agreement. • Billing codes not included in the Participating Agreement. • Billing codes not accepted or payable with Medicaid (i.e., G0410)	Request authorization and bill for the services and/or billing codes as specified in Participating Agreement with Community.
	Rendering Provider	• Claim does not include rendering Provider’s NPI • Billing NPI is not the Group NPI • Provider is not enrolled with the Medicaid program	Include the rendering Provider’s NPI.
	Frequency Code 7: Indicates the new claim is a replacement or corrected claim; the information present on this bill represents a complete replacement of the previously issued bill	• Resubmitting the same claim multiple times • Submitting corrected claims changing the Member • Submitting corrected claims changing the Provider • Submitting corrected claims changing the Date of Service	• Allow 30 days between submissions. • Include original claim number in box 64 of UB04 or box 22 of the CMS1500 form.
	Modifier 25	• Using a 25 modifier when billing for services performed during a postoperative period if related to the previous surgery • Using a modifier 25 on any E/M on the day a “Major” (90 day global) procedure is being performed • Adding modifier 25 to an E/M service when a minimal procedure is performed on the same day	• Add modifier 25 to an E/M service when level of service can be supported as significant and separately identifiable. • All procedures have “inherent” E/M service included.
	Unlisted Procedures	• A more appropriate procedure or service code is available • No supporting documentation • Appropriate modifier missing for unlisted DME, orthotics, and prosthetics	• Include the most current and appropriate procedure or service code available. • Include supporting documentation when unlisted procedure or service code is inevitable. • Include appropriate modifier.

Provider Type	Program	Description	Reminders
ECI Providers	IFSP forms	Submitting IFSP forms to Community	Don't submit IFSP forms to Community.
FQHCs	Incorrect Place of Service (POS)	Submitting claims with POS 11	Bill with POS 50.
	T1015	Not reporting the correct FQHC PPS rate	Include FQHC's PPS rate.
	2nd and subsequent lines of each claim	Not including all services delivered during patient visit at normal charges	Include **ALL** services delivered during patient visit at normal charges.
PT/ST/OT Providers	Modifiers	• Submitting claims without the proper modifier or no modifier at all. • Modifiers **GP**, **GO**, and **GN** are required on all claims except when billing evaluation and re-evaluation procedure codes. • The AT modifier must be included on claims for acute therapy services.	Include the appropriate modifier.

Community routinely reviews its internal processes to ensure that Provider claims adjudicate according to any NCCI edits, regulatory requirements and/or industry standards.

Prior Authorization Reminders

Providers should submit prior authorization requests:

1. At least 5 days prior to an elective admission as an inpatient in a hospital, extended care or rehabilitation facility, or hospice facility.
2. At least 30 days prior to the initial evaluation for organ transplant services.
3. Within 24 hours of any inpatient admission, including emergent inpatient admissions.
4. At least 5 days prior to the scheduled start of home health services, except those enrollees needing home health services after hospital discharge.

Please visit our website at https://provider.communityhealthchoice.org/resources/prior-authorization-information/ for additional information.

Retrospective Review

Community may perform a Retrospective Review for services or supplies for which an authorization has not previously been sought and a claim has not been submitted. This review will only be performed upon receipt of clinical information by Community from the rendering Provider. If the request for authorization is received without the supporting clinical records, Community will notify the Provider that the records must be received in order to perform the Retrospective Review.

Community will not issue a retrospective authorization without documentation explaining why the request was not requested prior to rendering the service.

Community will issue a determination within 30 calendar days of the receipt of a request for a utilization management determination. The 30-day period for Retrospective Review may be extended once by Community for a period not to exceed 15 days if Community:

1. determines that an extension is necessary due to matters beyond Community's control; and
2. notifies the Provider of record and the Member before the expiration of the initial 30-day period of the circumstances requiring the extension and the date by which Community expects to make a determination.

If the extension is required because of a failure of the Provider of record or the Member to submit information necessary to reach a determination on the request, the notice of extension will:

1. specifically describe the required information necessary to complete the request; and
2. give the Provider of record and the Member 45 days from the date of receipt of the notice of extension to provide the specified information.

If the period for making the determination is extended because of the failure of the Provider of record or the Member to submit the information necessary to make the determination, the period for making the determination is calculated from the date on which Community sends the notification of the extension to the Provider of record or the Member until the earlier of:

1. the date on which the Provider of record responds to the request for additional information; or
2. the date by which the specified information was to have been submitted.

Once Community receives the medical records, the documents are reviewed for medical necessity. Community bases the review determinations solely on the medical information available to the attending Provider or ordering Provider at the time the medical care was provided. The process for Retrospective Review of medical necessity and appropriateness are under the direction of Community's Medical Director.

If a claim is submitted prior to Community's receipt of a request for authorization or the request is administratively denied for lack of information, a retrospective authorization review will not be conducted. Community will follow claims processing rules.

Reminders

Inpatient Requests:

- For inpatient admissions occurring over a weekend or holiday, Providers should notify Community within one business day (Monday-Friday, not including weekends or weekdays that fall on a federal holiday) of the inpatient admission.
  - If timely notification is not received and the Member is still inpatient, a Retrospective Review will be conducted from the time notification is received. The days prior to notification will be administratively denied for lack of notification. The days after the notification is received at Community will be reviewed retrospectively for a medical necessity determination.
  - If Member is admitted and discharged from inpatient facility without notification and/or request for authorization, Community will allow three (3) business days from the date of discharge for the Provider to submit request for a retrospective authorization review. Requests received after the allowed three business days from date of discharge will be administratively denied for lack of notification.

Outpatient Requests:

- Outpatient requests that require prior authorization for non-emergent medical services should be submitted prior to the Provider rendering services.
  - If the Provider requests authorization for already initiated and ongoing services and pre-authorization was required, the days prior to the notification will be administratively denied for lack of notification except for those services that fall under the Start of Care guidelines. The days after notification is received will be reviewed based on
  - If the Provider requests authorization after services are rendered/completed and pre-authorization was required, the request will be administratively denied for lack of notification.
  - If the Provider requests for an existing authorization to be changed for any reason (i.e. adding CPT/HCPS codes, changing of dates of service) the ordering Provider will have to submit a request to terminate the approved authorization. After the termination is received, a new request with the updated information for services can be initiated. If necessary, a current physician order may be required.
  - For outpatient service requests based on a Member being discharged from an inpatient facility, Community will allow the Provider three business days from date of discharge to request a retrospective authorization review. Provider must submit clinical information with the hospital physician orders for medical necessity review. Example: Member discharged on Friday evening, home health services provided on Saturday; the Provider has until Wednesday to request a Retrospective Review. If the request is submitted after the three business days, the request will be administratively denied for lack of notification.

Other extenuating circumstances:

- Inability to know certain situations – i.e. eligibility verification issues, Member was unconscious at presentation; additional medical services required while performing a procedure.
- Requests under these circumstances will be reviewed retrospectively for medical necessity authorization. The request for Retrospective Review for other extenuating circumstances must be submitted within 30 days of the Provider rendering the service. If not submitted within thirty (30 days), requests received after the allowed 30 days from date of will be administratively denied for lack of notification.

Discharge Planning

We want to provide timely and appropriate discharge planning services for a seamless transition from a hospital, skilled nursing or rehabilitation facility to the Member's home setting. Discharge planning may include but is not limited to the following:

- Home Health Services
  - Skilled Nurse Visits
  - Physical Therapy
  - Occupational Therapy
  - Speech Therapy
- Outpatient Services
  - Physical Therapy, Occupational Therapy, Speech Therapy
- Durable Medical Equipment (including supplies)
- Any other urgent discharge needs for the Member's transition back into the home setting

Please be sure to submit prior authorization requests to Community at least **24 to 48 hours prior to discharge from a hospital, skilled nursing or rehabilitation facility**.

If a Member is discharged during non-business hours and/or weekend, Providers should submit discharge planning requests the following business day. If necessary, all discharge authorizations will be reviewed for evaluation and initial treatment.

For a continuation of treatment and services after discharge authorization, new physician orders from Member's PCP or specialist will be required. These requests must be submitted to the Prior Authorization fax number based on the Member's benefit program (STAR, CHIP, Marketplace or HMO D-SNP).

Remember:

- Complete the Texas Standard Prior Authorization request form. Please consider using Community's Preferred Prior Authorization form instead.
- Attach discharge order from the hospital (signed script, discharge paperwork, electronic or verbal order, and Title 19). Include ICD-10 code(s), CPT, and/or HCPCS code(s) with frequency, duration, and amount of visits or visits being requested.
- For Members transitioning from an Acute hospital to **LTAC or SNF**:
  - Fax request (PA form and transfer orders with clinical information) to: 713.295.2284
- For Members transitioning from an Acute hospital, LTAC or SNF to **Home** (place of residence):
  - Fax request (PA form and discharge orders with clinical information to: 713.848.6940
- Fax Behavioral Health authorization requests to: 713.576.0932

All discharge planning authorization requests will follow established processes and procedures related to eligibility, benefits, medical necessity, and other regulatory requirements.

Behavioral Health

Anxiety & Depression Screening

Patients may not know they are anxious or depressed when they come into a primary care physician's (PCP's) office. Often, they will come in for physical symptoms that may be caused by anxiety and depression. Some of these symptoms may include weight gain/loss, back pain, sleeping issues, lack of energy, and headaches. With the change in lifestyle caused by the COVID-19 pandemic, rates of depression in adults have continued to increase.

According to the Centers for Disease Control and Prevention, adults with symptoms of anxiety or depressive disorder increased from 36.4% to 41.5% from August 2020 to February 2021 (CDC, 2021). Despite the prevalence of depression among adults, depression goes undiagnosed in primary care settings about half the time (American Psychiatric Association, 2021).

What can we do to improve?

- Utilize Community's PCP Toolkit for guidelines and screening tools for anxiety and depression.
- Ask patients specific questions about their mental health.
- Provide accessible learning materials about anxiety and depression disorders to patients.
- Bridge the gap between primary care and specialty care depending on patient needs.
- Screen Members for depression and/or anxiety at their annual physicals.

Primary Care Physician Coordination

- Must screen, evaluate, refer and/or treat any behavioral health problems and disorders, including anxiety and depression.
- May provide behavioral health services within the scope of their practice.
- Must maintain patient confidentiality of behavioral health information.

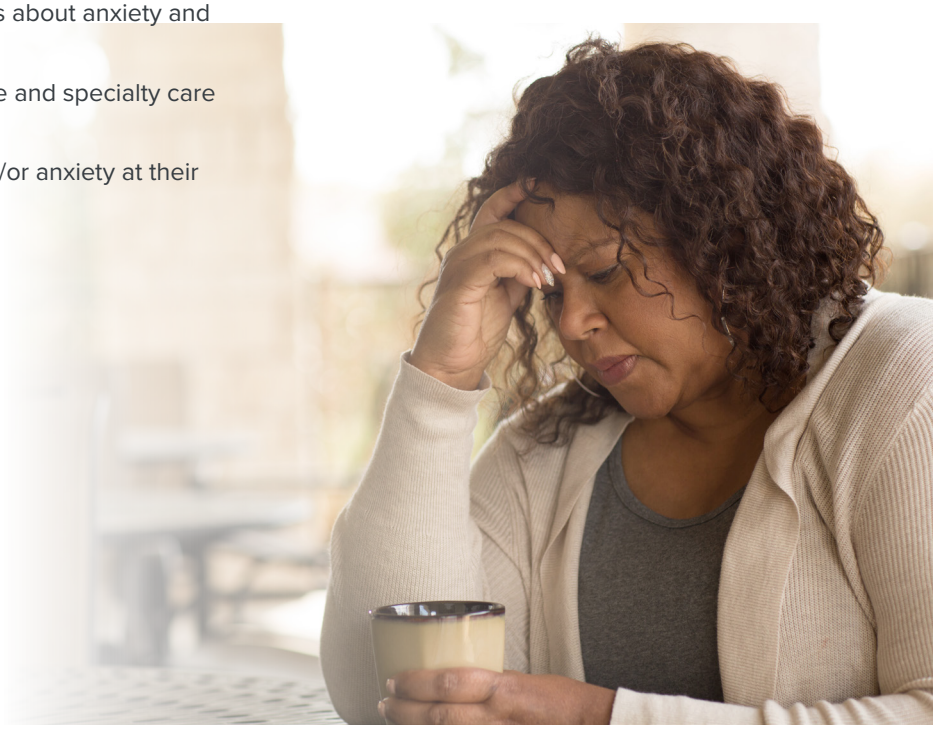
Screening Tools

Anxiety

- GAD-7 (Generalized Anxiety Disorder)

Depression

- The Beck Depression Inventory (BDI)
- BDI interactive Tool
- The Hamilton Depression Scale (HAM-D)
- Patient Health Questionnaire-9 (PHQ-9)



Behavioral Health

PCP Toolkit

Community developed a comprehensive PCP Toolkit for primary care Providers to assist in identifying behavioral health conditions through well-known screening tools, condition-specific fact sheets, as well as other patient centered information. Delivering behavioral health services in a primary care setting can help reduce stigma with mental health diagnosis. The primary care setting is also becoming the first line of identification for behavioral health issues and the PCP, the center of care for behavioral and physical health disorders.

The Toolkit includes condition-specific information about depression and anxiety as outlined below:

- Anxiety (Generalized Anxiety Disorder 7-item Scale)
- Depression (PCP Depression Assessment, PHQ-9 Questions)
- Adolescent Depression (Adolescent PHQ-9)
- Postpartum Depression (Edinburgh Postnatal Depression Scale)
- Eating Disorders (SCOFF Questions)
- OCD (OCD Screening Test, OCD Screening Tool)

You can access the PCP Toolkit online at http://www.communityhealthchoice.org. For referrals to our telephonic case management program, please contact our Provider call center.

Behavioral Health

Helpful Tips: 7 and 30-Day Follow-Up Visits After Hospitalization for Mental Illness

Mental illnesses are extremely prevalent with about one in four adults in the U.S. suffering from a mental illness in a given year, and one in two developing at least one mental illness at some point in their life. Because of this, there are over 2,000,000 hospitalizations each year for mental illness problems in the U.S.

When our Members are hospitalized, we must ensure they have a 7-day and 30-day post-hospitalization visit. Patients hospitalized for mental health issues are especially vulnerable post-discharge. A follow-up visit at these critical points is necessary to ensure their health and well-being.

Recommendations prior to discharge

1. Identify and remove barriers that prevent our Members from coming to follow-up appointments.
2. Consider case management to help with our Members' needs.
3. Remind Members of the importance of follow-up visits.
4. Ensure Members have adequate access to prescribed medications.
5. Send discharge paperwork to the appropriate outpatient mental health provider within 24 hours.
6. Coordinate care between behavioral health and PCPs.
7. Reach out to Members who cancel appointments to reschedule as soon as possible.

Community's Behavioral Health Case Management Program

- Members may self-refer to any in-network behavioral health Provider.
- Members can also call Community regarding how and where to obtain behavioral health services. No prior approval from the PCP is required.
- Providers may refer Members suspected of having a developmental delay or a developmental disability, seriously emotionally disturbed (SED), mental illness or chemical dependency by:
  - Calling Provider Services at 713.295.2295 for Medicaid/STAR; 713.295.6704 for Marketplace; or 713.295.5007 for HMO D-SNP.
  - Faxing referral information to our dedicated behavioral health fax line at 713.576.0933.

Physical Health

Facts about the TDAP Vaccine

The TDAP vaccine stands for Tetanus, Diphtheria, and Pertussis.

1. Tetanus is an infection that can cause painful spasms in the jaw muscles and body. This can lead to broken bones, breathing difficulty, and death.
2. Diphtheria is a nose and throat infection causing sore throat and fever which can lead to swelling of the heart muscle, heart failure, coma, and death.
3. Pertussis (Whooping Cough) is an airway respiratory infection causing severe cough, runny nose, and apnea which can lead to pneumonia and death.

When Should Your Patients Get Vaccinated?

- Adolescents should receive their first vaccine between the ages of 11 and 12
- A booster vaccine should be given every 10 years
- Additional vaccine may be necessary if patient has an injury involving rusted metal

Strategies to Increase Vaccination

1. Reassure your patient and family that there are few, if any, risks to the vaccine. While common side effects include fever, headache, and pain at the injection site, these go away after a few days.
2. Emphasize that the vaccine is the best and safest way to prevent getting tetanus, diphtheria or pertussis.
3. Be ready to answer any questions regarding this vaccine considering the patient's needs.

Perinatal Transmission of HIV

The Perinatal HIV hotline for immediate advice on HIV management in pregnant women and their infants, including referral to:

Perinatal HIV Hotline
https://nccc.ucsf.edu
1.888.448.8765
24 hours, seven days a week

Genetic and Molecular Lab Testing

Community is committed to working with Providers to support improved health outcomes, positive care experiences, and affordability of healthcare services for our Members. By working together, we can provide access to medically necessary genetic and molecular lab testing that can support medical decision making and essential therapeutic interventions.

Please be aware that all genetic and molecular lab testing requires prior authorization with the exception of the following:

- Karyotype/chromosomes and/or FISH when ordered by a Maternal Fetal Medicine specialist
- Cystic Fibrosis screening (not full sequencing)

Members are often referred to or have their specimen sent to laboratories for genetic and molecular testing without an authorization. While these laboratories may be in Community's network, these services require prior authorization from Community.

Ordering-care Providers must complete and submit prior authorization requests for ALL genetic and molecular lab testing requiring authorization. This will avoid any potential delays in care and claims payment for both your practice and the lab.

To process authorization requests efficiently and in a timely manner, please submit requests to Community via the Provider Portal. Alternatively, requests can be sent via fax at 713.295.2283 (STAR/CHIP) or 713.295.7019 (Marketplace). Include supporting documentation, clinical notes, etc., to avoid any delays.

Member Panel Reports

If you are a PCP, we urge you to review your panel report regularly. You can access a list of Members assigned to your panel via our Provider Portal. You may also request a copy from your Provider Engagement Representative.

Review the reports to identify new patients and call them to schedule a new patient visit or to schedule established patients that may be in need of wellness visits or vaccinations.

In the event a Community Member sees you and is not on your panel, you may complete the "Member Request to Change Primary Care Provider" form while the Member is in your office and submit it to Community. Community will review and make the PCP change accordingly.

You will find the "Member Request to Change Primary Care Provider" form behind your Provider portal login.

Provider Demographic Information and Directory Accuracy

The Centers for Medicare & Medicaid Services (CMS) require accurate data in provider directories. Up-to-date provider information allows Community to:

- Accurately generate Provider directories
- Process claims
- Communicate with our network of Providers
- Help patients locate your practice information

What can you do to help?

- Ensure your information in the NPPES is accurate (NPI number, taxonomy, etc.). Please visit the NPPES webpage for more information at https://nppes.cms.hhs.gov/#/.
- Update demographic information in the TMHP Provider Information Management System (PIMS). Please visit the TMHP Medicaid Providers homepage. For more information on using the PIMS, please reference the TMHP PIMS User Guide (PDF).
- Update your profile in Council for Affordable Quality Healthcare, Inc. (CAQH) at https://proview.caqh.org/.
- Notify Community in writing at least 30 days in advance (when possible) of changes, such as:
  - Change in practice ownership or federal tax ID number
  - Practice name change
  - A change in practice address, phone or fax number
  - Change in practice office hours
  - New office site location
  - Primary Care Providers only: If your practice is open or closed to new patients
  - When a Provider joins or leaves the practice

You can provide written request for updates to ProviderRelationsInquiries@CommunityHealthChoice.org or via fax to 713.295.7039.

Provider Access and After-Hours Availability

As a reminder, Community conducts annual surveys to ensure that participating Providers are compliant with all-access availability and after-hours access standards. Additionally, HHSC and/or its contractor perform random telephonic surveys to Providers without notice to ensure that new and existing Members have access to care.

The Appointment Availability and Accessibility Standards are as follows:

Service	Appointment Availability
Emergent	Emergency services must be provided upon Member presentation at the service delivery site, including at non-network and out-of-area facilities
Urgent	Must be provided within 24 hours, including urgent specialty care and behavioral health services
Primary Routine Care	Must be provided within 14 days, including behavioral health
Specialty Routine Care	Must be provided within 21 days
Routine Care Dental	Must be provided within eight weeks
Initial Outpatient Behavioral Health Visit	Must be provided within 14 days (this requirement does not apply to CHIP Perinatal)
Prenatal Care	Initial appointment must be provided within 14 days for non-high-risk pregnancies. For high-risk pregnancies or new Members in the third trimester, initial appointment must be provided within five days or immediately. Appointments for ongoing care must be available in accordance with the treatment plan as developed by the Provider.
Preventive Care Physical/ Wellness Exams	Newborns (less than 6 months of age): within 14 days; children (6 months to 20 years): within two months; adults (21 years and older): within 90 days; new Members: within 90 days of enrollment Medicaid Members should receive preventive care in accordance with the Texas Health Steps periodicity schedule. *CHIP Members should receive preventive care in accordance with AAP guidelines

Emergent/Emergency: A medical condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson who possesses an average knowledge of health and medicine could reasonably expect that the absence of immediate medical care could result in one or all of the following:

- Health of the individual (or with respect to a pregnant woman, the health of the woman or her unborn child) is in serious jeopardy
- Serious impairments to bodily functions
- Serious dysfunction of any bodily organ or part
- Inadequate time to safely transfer a Member who is pregnant and having contractions to another hospital before delivery, or if a hospital transfer might pose a threat to the health or safety of the woman or the unborn child
- Member is a threat to themselves or others; exhibits acute onset of psychosis or severe thought

Urgent Condition: A health condition, including an urgent behavioral health situation, that is not an emergency but is severe or painful enough to cause a prudent layperson possessing the average knowledge of medicine to believe that his or her condition requires medical treatment or evaluation or treatment within 24 hours by the Member's PCP or designee to prevent serious deterioration of the Member's condition or health.

Routine or Preventive (Non-Emergent): Postponement of treatment will not endanger life, limb or mental faculties of patient, i.e., patient's condition permits adequate time to schedule necessary history and physical, laboratory, radiology or other diagnostic studies on an outpatient basis.

Additionally, it is required that PCPs are accessible to Members 24 hours a day, 7 days a week. The following are acceptable and unacceptable telephone arrangements for contacting PCPs after their normal business hours.

Acceptable After-Hours Coverage

1. The office telephone is answered after-hours by an answering service that meets language requirements of the Major Population Groups and that can contact the PCP or another designated medical practitioner. All calls answered by an answering service must be returned within 30 minutes;
2. The office telephone is answered after normal business hours by a recording in the language of each of the Major Population Groups served, directing the Member to call another number to reach the PCP or another Provider designated by the PCP. Someone must be available to answer the designated Provider's telephone. Another recording is not acceptable; and
3. The office telephone is transferred after office hours to another location where someone will answer the telephone and be able to contact the PCP or another designated medical Provider who can return the call within 30 minutes.

Unacceptable After-Hours Coverage

1. The office telephone is only answered during office hours;
2. The office telephone is answered after-hours by a recording that tells Members to leave a message;
3. The office telephone is answered after-hours by a recording that directs Members to go to an Emergency Room for any services needed; and
4. Returning after-hours calls outside of 30 minutes.

Prenatal Appointment Availability Requirements

Prenatal care must be provided within 14 days for initial appointment except for high-risk pregnancies or new Members in the third trimester, for whom an initial appointment must be offered within 5 days, or immediately, if an emergency exists. Appointments for ongoing care must be available in accordance with the treatment plan as developed by the Provider.

Level/Type of Care	Time to Treatment (Calendar Days)
Low-Risk Pregnancies	14 Days
High-Risk Pregnancies	5 Days
New Member in the Third Trimester	5 Days

Spotlight on Quality Measures

HEDIS MEASURE DESCRIPTION and BILLING CODES

Well Child Visits in the First 15 Months (W30)

Children who turned 15 months old during the measurement year: six or more well-child visits.

- CPT: 99381, 99382, 99391, 99392
- HCPCS: G0438, G0439, S0302
- ICD-10: Z00.110, Z00.111, Z00.121, Z00.129, Z76.1, Z76.2, Z00.2

Well Child Visits for Age 15 Months - 30 Months (W30)

Children who turned 30 months old during the measurement year: two or more well-child visits.

- CPT: 99382, 99392
- HCPCS: G0438, G0439, S0302
- ICD-10: Z00.121, Z00.129, Z00.2, Z76.2

Immunizations for Adolescents – Combination 2 (IMA)

The percentage of adolescents 13 years of age who had one dose of meningococcal vaccine, one tetanus, diphtheria toxoids and acellular pertussis (Tdap) vaccine, and have completed the human papillomavirus (HPV) vaccine series by their 13th birthday. The measure calculates a rate for each vaccine and two combination rates.

- Meningococcal-CPT: 90734; CVX: 108, 114, 136, 147, 167
- Tdap-CPT: 90715; CVX: 115
- HPV-CPT: 90649, 90650, 90651; CVX: 62, 118, 137, 165

Child Immunization Status – Combination 10 (CIS)

The percentage of children 2 years of age who had four diphtheria, tetanus and acellular pertussis (DTaP); three polio (IPV); one measles, mumps, and rubella (MMR); three haemophilus influenza type B (HiB); three hepatitis B (HepB), one chicken pox (VZV); four pneumococcal conjugate (PCV); one hepatitis A (HepA); two or three rotavirus (RV); and two influenza (flu) vaccines by their second birthday. The measure calculates a rate for each vaccine and nine separate combination rates.

- Dtap-CPT: 90698, 90700, 90723; CVX: 20, 50, 106, 107, 110, 120
- IPV-CPT: 90698, 90713, 90723; CVX: 10, 89, 110, 120
- MMR-CPT: 90707, 90710; CVX: 03, 94
- VZV-CPT: 90710, 90716; CVX: 21, 94
- HiB-CPT: 90644, 90647, 90648, 90698, 90748; CVX: 17, 46-51, 120, 148
- HepB-CPT: 90723, 90740, 90744, 90747, 90748; CVX: 08, 44, 45, 51, 110
- PCV-CPT: 90670; HCPCS: G0009; CVX: 133, 152
- HepA-CPT: 90633; CVX: 31, 83, 85
- RV-CPT: 90681, 90680; CVX: 119, 116, 122
- Flu-CPT: 90655, 90657, 90661, 90673, 90685-90689; HCPCS: G0008; CVX: 88, 140, 141, 150, 153, 155, 158, 161

HEDIS MEASURE DESCRIPTION and BILLING CODES

Weight Assessment and Counseling for Nutrition Children/Adolescents (WCC-Nutrition)

Of Members 3–17 years of age who had an outpatient visit with a PCP, the percentage who had evidence of counseling for nutrition during the measurement year. Documentation must include a note indicating the date and at least one of the following:

- ✓ Discussion of current nutrition behaviors (e.g., eating habits, dieting behaviors)
- ✓ Checklist indicating nutrition was addressed
- ✓ Counseling or referral for nutrition education
- ✓ Member received educational materials on nutrition during a face-to-face visit
- ✓ Anticipatory guidance for nutrition
- ✓ Weight or obesity counseling

- CPT: 97802-97804
- HCPCS: G0270, G0271, G0447, S9449, S9452, S9470
- ICD-10: Z71.3

Asthma Medication Ratio (AMR)

The percentage of Members 5–21 years of age who were identified as having persistent asthma and had a ratio of controller medications to total asthma medications of 0.50 or greater during the measurement year.

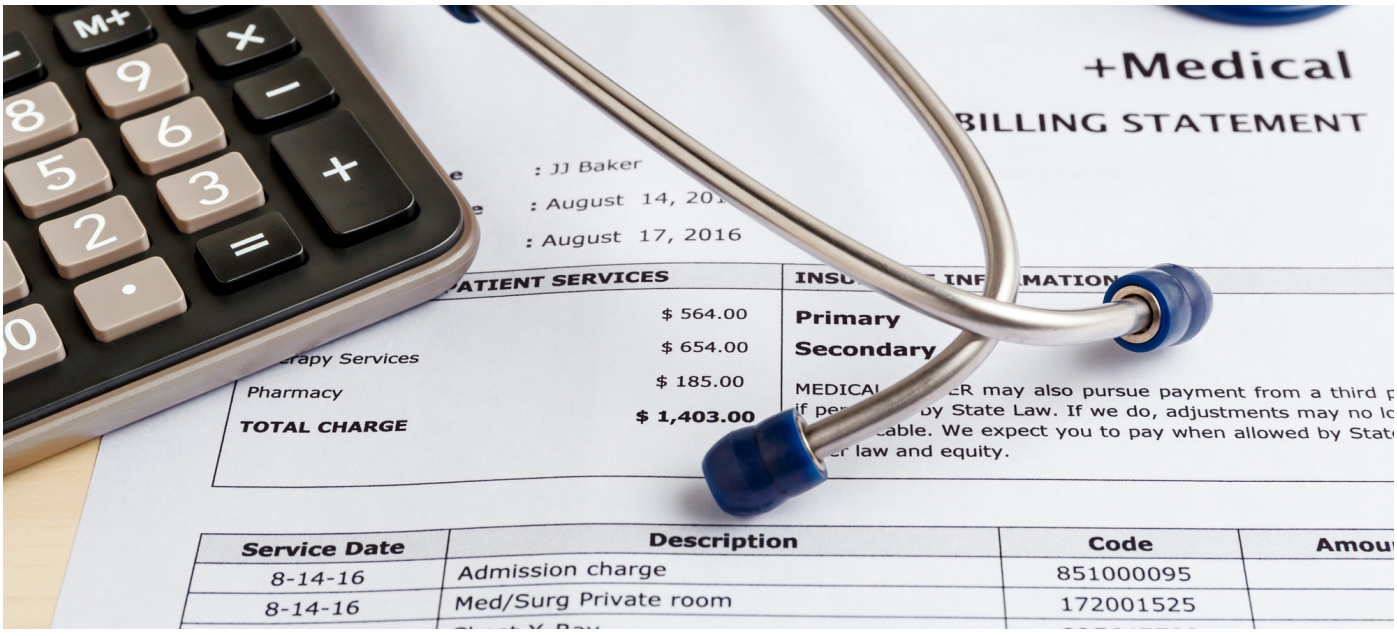
Medications include: Dyphylline-guaifenesin, Omalizumab, Dupilumab, Benralizumab, Mepolizumab, Reslizumab, Budesonide-formoterol, Fluticasone-salmeterol, Fluticasone-vilanterol, Formoterol-mometasone, Beclomethasone, Budesonide, Ciclesonide, Flunisolide, Fluticasone, Mometasone, Montelukast, Zafirlukast, Zileuton, Theophylline, Albuterol, Levalbuterol.

- ICD-10: J45.21, J45.22, J45.30-J45.32, J45.40- J45.42, J45.50-J45.52, J45.901-J45.902, J45.909, J45.991, J45.998

Appropriate Treatment for Upper Respiratory Infection (URI)

The percentage of episodes for Members 3 months of age and older with a diagnosis of upper respiratory infection (URI) that did not result in an antibiotic dispensing event.

- ICD-10: J00, J06.0, J06.9



HEDIS MEASURE DESCRIPTION and BILLING CODES

Prenatal Care (PPC)

The percentage of deliveries that received a prenatal care visit in the first trimester on or before the enrollment start date. For visits to a PCP, a diagnosis of pregnancy must be present. Documentation in the medical record must include a note indicating the date when the prenatal care visit occurred and evidence of one of the following.

1. Documentation indicating the woman is pregnant or references to the pregnancy, for example:
   - ✓ Documentation in a standardized prenatal flow sheet or
   - ✓ Documentation of LMP, EDD or gestational age or
   - ✓ A positive pregnancy test result or
   - ✓ Documentation of gravidity and parity or
   - ✓ Documentation of complete obstetrical history or
   - ✓ Documentation of prenatal risk assessment and counseling/education.
2. A basic physical obstetrical examination that includes auscultation for fetal heart tone or pelvic exam with obstetric observations or measurement of fundus height (a standardized prenatal flow sheet may be used).
3. Evidence that a prenatal care procedure was performed, such as:
   - ✓ Screening test in the form of an obstetric panel (must include all of the following: hematocrit, differential WBC count, platelet count, hepatitis B surface antigen, rubella antibody, syphilis test, RBC antibody screen, Rh and ABO blood typing) or
   - ✓ TORCH antibody panel alone or
   - ✓ A rubella antibody test/titer with an Rh incompatibility (ABO/Rh) blood typing or
   - ✓ Ultrasound of a pregnant uterus

- CPT: 99201-99205, 99211-99215, 99241-99245, 99483, 99500
- HCPCS: G0463, T1015, H1000-H1005
- ICD-10: Z32.01, O09.00-O9A.519, Z03.71-Z03.79, Z34.00-Z34.03, Z34.80-Z34.83, Z34.90-Z34.93, Z36-Z36.5, Z36.81-Z36.9

Postpartum Care (PPC)

The percentage of deliveries that had one postpartum visit on or between 7 and 84 days after delivery while enrolled with Community. Documentation in the medical record must include a note indicating the date when a postpartum visit occurred and one of the following.

1. Pelvic exam
2. Evaluation of weight, BP, breasts, and abdomen.
   - ✓ Notation of “breastfeeding” is acceptable for the “evaluation of breasts” component
3. Notation of postpartum care, including but not limited to:
   - ✓ Notation of “postpartum care,” “PP care,” “PP check,” “6-week check.”
   - ✓ A preprinted “Postpartum Care” form in which information was documented during the visit
4. Perineal or cesarean incision/wound check
5. Screening for depression, anxiety, tobacco use, substance use disorder or preexisting mental health disorders.
6. Glucose screening for women with gestational diabetes
7. Documentation of any of the following topics:
   - ✓ Infant care or breastfeeding
   - ✓ Resumption of intercourse, birth spacing or family planning
   - ✓ Sleep/fatigue
   - ✓ Resumption of physical activity
   - ✓ Attainment of healthy weight
   - CPT: 57170, 58300, 59430, 99501, 88141-88143, 88147-88148, 88150, 88152-88154, 88164-88167, 88174-88175
   - HCPCS: G0123, G0124, G0141, G0143-G0145, G0147-G0148, P3000-P3001, Q0091, G0101
   - ICD-10: Z01.411, Z01.419, Z01.42, Z30.430, Z39.1, Z39.2

HEDIS MEASURE DESCRIPTION and BILLING CODES

Prenatal Depression Screening (PND)

The percentage of deliveries in which Members were screened for clinical depression during pregnancy using a standardized instrument.

- HCPCS: G8431, G8510

Postpartum Depression Screening (PDS)

The percentage of deliveries in which Members were screened for clinical depression using a standardized instrument during the postpartum period.

- HCPCS: G8431, G8510

You may access the Quick Reference Guide via the Provider Portal at https://provider.communityhealthchoice.org/ > Resources > Forms and Reference Guides.

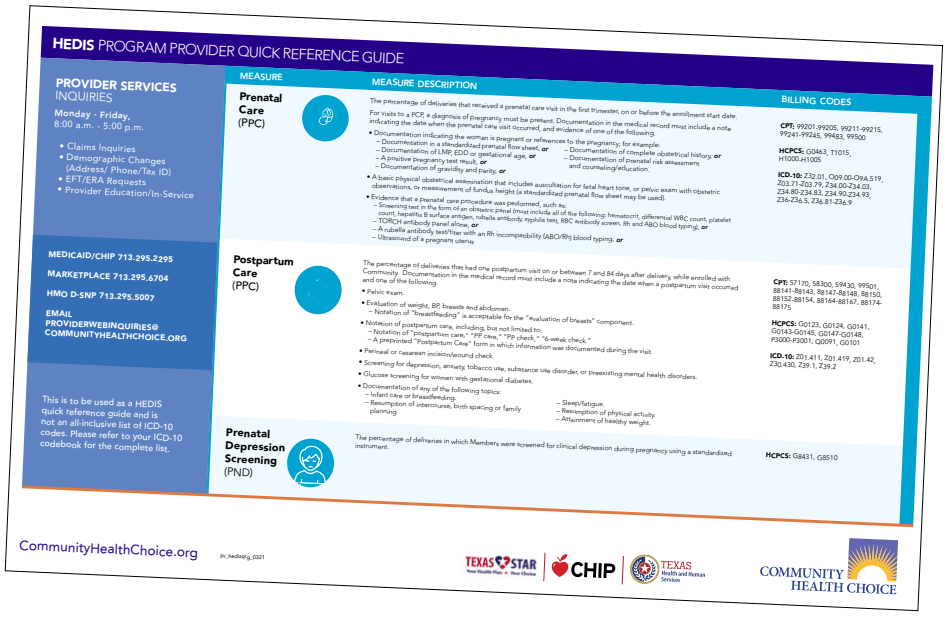
Please always follow state and/or CMS billing guidance and ensure the HEDI codes are covered prior to submission of a claim.

How Can You Improve Your Hedis Scores?

- Submit a claim for each and every service rendered.
- Make sure chart documentation reflects all services billed.
- Bill for all delivered services.
- Ensure that all claims are submitted in an accurate and timely manner.
- Consider including CPT II codes to provide additional details and reduce medical record requests.

Suggestions to Increase Member Adherence:

- Send postcard and/or text reminders to Members to reinforce the importance of annual well visits.
- Schedule follow-up appointments with patients before they leave the office.
- Consider creating a Member registry identifying Members prescribed high-risk medications to monitor compliance (ex ADHD, psychotropics).
- Evaluate current processes related to outside referrals for lab and specialty appointments to ensure referrals are completed and results received and documented.



STAR NON-EMERGENCY MEDICAL TRANSPORTATION PROGRAM (NEMT)

Community uses Access2Care to provide non-emergency medical transportation for STAR Members.

How Access2Care Pays for the Ride

- If your patient does not have a ride and no one can drive them, Access2care can arrange and pay for their ride on the bus or with a ride-sharing service.
- If your patient does not have a car, but someone can drive them, then Access2care will pay back the driver by the mile to take the patient to the appointment and back.
- If your patient has a car, but no gas money, Access2care might pay your patient ahead of time by the mile to get to the appointment and back. For trips that require an overnight stay, Access2care might pay for overnight lodging and meals for the patient and their parent or guardian.

How Can You Help

- Remind Community's Medicaid patients about our non-emergency transportation provided by Access2Care if they miss an appointment or whenever you schedule an appointment. Patients can schedule or cancel a ride through the Access2Care Member app or call 24/7, toll-free at 1.844.572.8194.
- Please note: Children 14 years old and younger must be accompanied by the parent, guardian or other authorized adult at the medical or dental checkup.

For more information, please visit Community's Access2Care webpage for Members at https://www.communityhealthchoice.org/texas-star-medicaid-plan/member-resources/access2care-transportation/

Community's Transportation Service for CHIP Members

We offer free transportation for CHIP Members to doctor appointments with prior approval by our case manager when no other transportation is available.

The Member or guardian must call Community Member Services at 1.888.760.2600 for approval at least three business days before the appointment. This value-added service is only available to CHIP Members where transportation services are available.

NEW SCREENING TOOLS FOR DEVELOPMENTAL AND MENTAL HEALTH SCREENING

Effective June 1, 2021, new screening tools, one for developmental screenings for children and another for mental health screenings for adolescents, have been added for Texas Health Steps Preventive Care Medical Checkups.

- The Survey of Well-being of Young Children (SWYC) was added as a recognized developmental screening tool for children at 9 months, 18 months, 24 months, 3 and 4 years of age, as well as through 6 years of age if not completed previously.
- The Rapid Assessment for Adolescent Preventive Services (RAAPS) was added as a recognized mental health screening tool for adolescents who are 12 through 18 years of age.

For more information on these tools, please visit https://www.hhs.texas.gov/.

WELLNESS SERVICES DURING COVID-19

The American Academy of Pediatrics issued a statement on the importance of prioritization of well care services including childhood Immunizations and provided guidance on telehealth for pediatric well care. Recommendations include:

- prioritize THSteps/well child checkup visits
- provide care that is consistent with Bright Futures Guidelines for Health Supervision of Infants, Children and Adolescents (4th Edition) and Bright Futures/AAP Recommendations for Preventive Pediatric Health Care
- in-person visits for newborn up to 24 months are strongly suggested
- telemedicine services for pediatric patients over 24 months and then complete missed elements (comprehensive physical exam, laboratory testing, immunizations, etc.) when an in-person visit is possible

In addition, HHSC has provided guidelines for providers in relation to remote delivery of certain components of medical checkups for children over 24 months of age during the COVID-19 response. HHSC has published a frequently asked questions (FAQ) document regarding this guidance, which is available at this link https://hhs.texas.gov/sites/default/files/documents/services/health/coronavirus-covid-19/thsteps-telemedicine-guidance-providers.pdf.

To learn more, please visit Community's Provider website at www.CommunityHealthChoice.org and visit the following websites for additional information and resources:

AAP Guidance on Providing Pediatric Well-Care During COVID-19

AAP Pediatric Practice Management Tips During the COVID-19 Pandemic

CDC Information for Pediatric Healthcare Providers

THSteps Checkup Timeliness

New Community Health Choice Members must complete a checkup **within 90 days** of enrollment with Community. Members participating in the Head Start program should receive their checkup within 45 days of enrollment with Community Health Choice or enrollment with the Head Start program. This is a Head Start requirement.

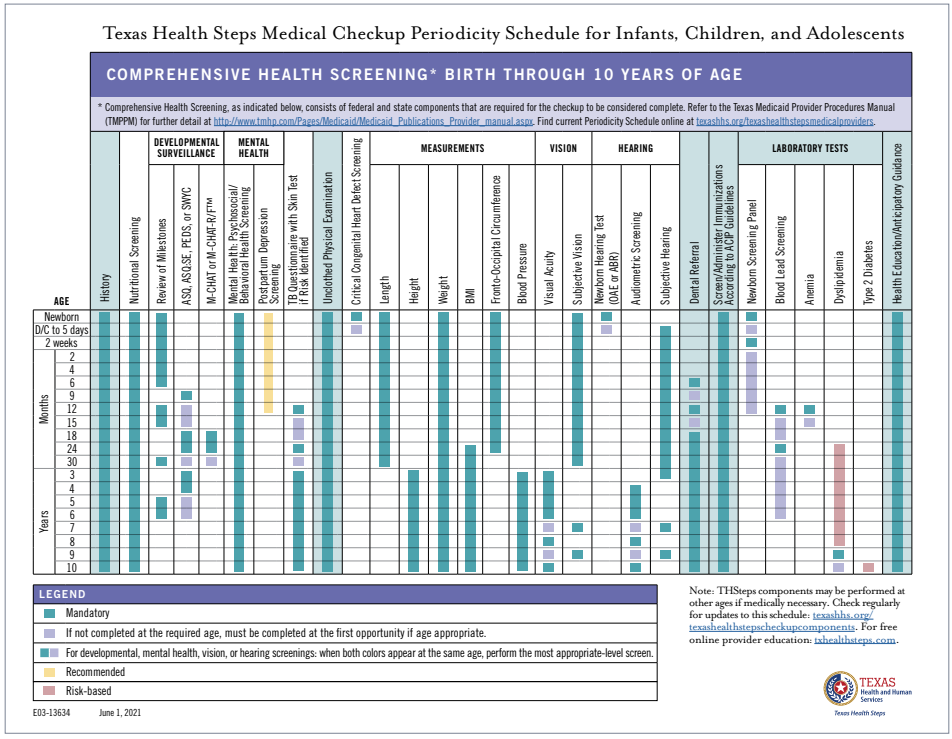
Existing Community Health Choice Members must complete a checkup in accordance with the THSteps Medical Checkup Periodicity Schedule. Follow the schedule below:

The Membership Panel is available in our online Provider Portal titled “Panel Report (Medicaid/CHIP).”

Complete before the next checkup age		
Newborn	3-5 days	2 weeks
2 months	4 months	
Complete within 60 days of these checkup ages		
6 months	9 months	12 months
15 months	18 months	24 months
	30 months	
Complete on or after the birthday but before the next birthday		
Members ages 3 through 20 need a checkup once a year.		

THSteps Medical Checkup Periodicity Schedule

The THSteps Medical Checkup Periodicity Schedule for Members ages 0-20 can be downloaded via https://hhs.texas.gov/doing-business-hhs/Provider-portals/health-services-Providers/texas-health-steps/medical-Providers.



Texas Health Steps Medical Checkup Periodicity Schedule for Infants, Children, and Adolescents

COMPREHENSIVE HEALTH SCREENING* BIRTH THROUGH 10 YEARS OF AGE

* Comprehensive Health Screening, as indicated below, consists of federal and state components that are required for the checkup to be considered complete. Refer to the Texas Medicaid Provider Procedures Manual (TMPPM) for further detail at http://www.tmhp.com/Pages/Medicaid/Medicaid_Publications_Provider_manual.aspx. Find current Periodicity Schedule online at texashhs.org/texashealthstepsmedicalproviders.

AGE	History	Nutritional Screening	DEVELOPMENTAL SURVEILLANCE: Review of Milestones	DEVELOPMENTAL SURVEILLANCE: ASQ, ASQ-SE, PEDS, or SWYC	DEVELOPMENTAL SURVEILLANCE: M-CHAT or M-CHAT-R/F™	MENTAL HEALTH: Mental Health: Psychosocial/ Behavioral Health Screening	MENTAL HEALTH: Postpartum Depression Screening	TB Questionnaire with Skin Test if Risk Identified	Unclothed Physical Examination	Critical Congenital Heart Defect Screening	MEASUREMENTS: Length	MEASUREMENTS: Height	MEASUREMENTS: Weight	MEASUREMENTS: BMI	MEASUREMENTS: Fronto-Occipital Circumference	MEASUREMENTS: Blood Pressure	VISION: Visual Acuity	VISION: Subjective Vision	HEARING: Newborn Hearing Test (OAE or ABR)	HEARING: Audiometric Screening	HEARING: Subjective Hearing	Dental Referral	Screen/Administer Immunizations According to ACIP Guidelines	LABORATORY TESTS: Newborn Screening Panel	LABORATORY TESTS: Blood Lead Screening	LABORATORY TESTS: Anemia	LABORATORY TESTS: Dyslipidemia	LABORATORY TESTS: Type 2 Diabetes	Health Education/Anticipatory Guidance
Newborn	■	■	■			■	■		■	■	■		■		■	■		■	■					■					■
D/C to 5 days	■	■	■			■	■		■	■	■		■		■	■		■	■					■					■
2 weeks	■	■	■			■	■		■	■	■		■		■	■		■	■					■					■
Months: 2	■	■	■			■	■		■	■	■		■		■	■		■	■					■					■
Months: 4	■	■	■			■	■		■	■	■		■		■	■		■	■					■					■
Months: 6	■	■	■			■	■		■	■	■		■		■	■		■	■					■					■
Months: 9	■	■	■	■		■	■		■	■	■		■		■	■		■	■					■					■
Months: 12	■	■	■	■		■	■	■	■	■	■		■		■	■		■	■					■	■	■	■		■
Months: 15	■	■	■	■	■	■	■	■	■	■	■		■		■	■		■	■					■	■	■	■		■
Months: 18	■	■	■	■	■	■	■	■	■	■	■		■		■	■		■	■					■	■	■	■		■
Months: 24	■	■	■	■	■	■	■	■	■	■	■		■		■	■		■	■					■	■	■	■		■
Months: 30	■	■	■	■	■	■	■	■	■	■	■		■		■	■		■	■					■	■	■	■		■
Years: 3	■	■	■	■	■	■	■	■	■	■	■		■		■	■		■	■					■	■	■	■		■
Years: 4	■	■	■	■	■	■	■	■	■	■	■		■		■	■		■	■					■	■	■	■		■
Years: 5	■	■	■	■	■	■	■	■	■	■	■		■		■	■		■	■					■	■	■	■		■
Years: 6	■	■	■	■	■	■	■	■	■	■	■		■		■	■		■	■					■	■	■	■		■
Years: 7	■	■	■	■	■	■	■	■	■	■	■		■		■	■		■	■					■	■	■	■		■
Years: 8	■	■	■	■	■	■	■	■	■	■	■		■		■	■		■	■					■	■	■	■		■
Years: 9	■	■	■	■	■	■	■	■	■	■	■		■		■	■		■	■					■	■	■	■		■
Years: 10	■	■	■	■	■	■	■	■	■	■	■		■		■	■		■	■					■	■	■	■		■

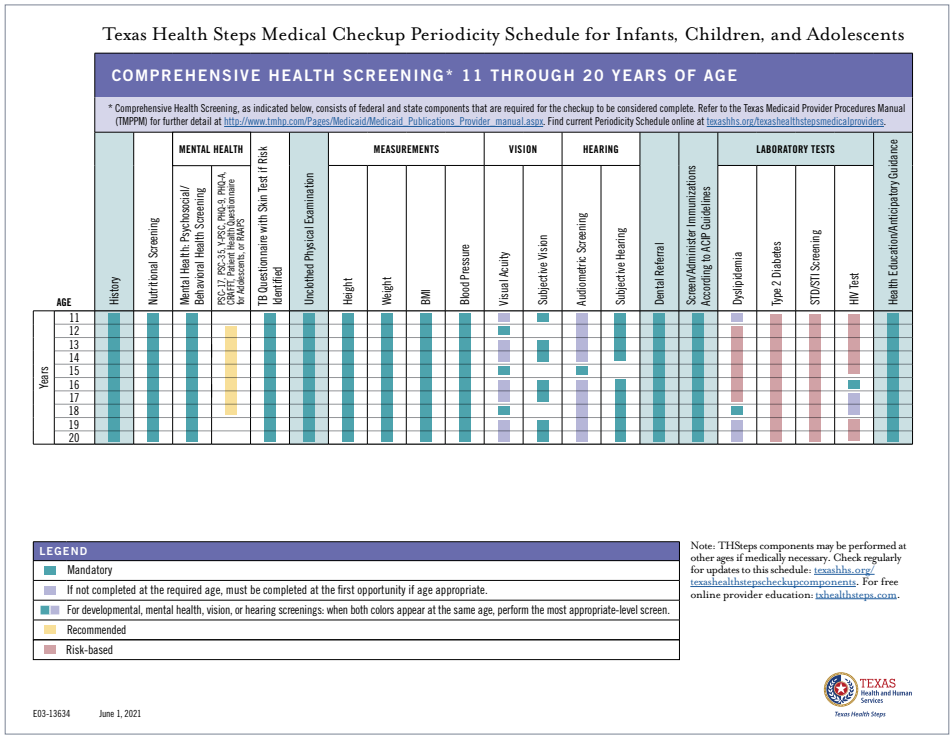
LEGEND

- Mandatory
- If not completed at the required age, must be completed at the first opportunity if age appropriate.
- For developmental, mental health, vision, or hearing screenings: when both colors appear at the same age, perform the most appropriate-level screen.
- Recommended
- Risk-based

Note: THSteps components may be performed at other ages if medically necessary. Check regularly for updates to this schedule: texashhs.org/texashealthstepscheckupcomponents. For free online provider education: txhealthsteps.com.

TEXAS Health and Human Services — Texas Health Steps

E03-13634 June 1, 2021



Texas Health Steps Medical Checkup Periodicity Schedule for Infants, Children, and Adolescents

COMPREHENSIVE HEALTH SCREENING* 11 THROUGH 20 YEARS OF AGE

* Comprehensive Health Screening, as indicated below, consists of federal and state components that are required for the checkup to be considered complete. Refer to the Texas Medicaid Provider Procedures Manual (TMPPM) for further detail at http://www.tmhp.com/Pages/Medicaid/Medicaid_Publications_Provider_manual.aspx. Find current Periodicity Schedule online at texashhs.org/texashealthstepsmedicalproviders.

AGE	History	Nutritional Screening	MENTAL HEALTH: Mental Health: Psychosocial/ Behavioral Health Screening	MENTAL HEALTH: PSC-17, PSC-35, Y-PSC, PHQ-9, PHQ-A, CRAFFT, Patient Health Questionnaire for Adolescents, or RAAPS	TB Questionnaire with Skin Test if Risk Identified	Unclothed Physical Examination	MEASUREMENTS: Height	MEASUREMENTS: Weight	MEASUREMENTS: BMI	MEASUREMENTS: Blood Pressure	VISION: Visual Acuity	VISION: Subjective Vision	HEARING: Audiometric Screening	HEARING: Subjective Hearing	Dental Referral	Screen/Administer Immunizations According to ACIP Guidelines	LABORATORY TESTS: Dyslipidemia	LABORATORY TESTS: Type 2 Diabetes	LABORATORY TESTS: STD/STI Screening	LABORATORY TESTS: HIV Test	Health Education/Anticipatory Guidance
Years: 11	■	■	■		■	■	■	■	■	■	■	■		■	■	■	■	■	■	■	■
Years: 12	■	■	■		■	■	■	■	■	■	■				■	■	■	■	■	■	■
Years: 13	■	■	■		■	■	■	■	■	■	■	■		■	■	■	■	■	■	■	■
Years: 14	■	■	■		■	■	■	■	■	■	■				■	■	■	■	■	■	■
Years: 15	■	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Years: 16	■	■	■		■	■	■	■	■	■	■	■			■	■	■	■	■	■	■
Years: 17	■	■	■		■	■	■	■	■	■	■				■	■	■	■	■	■	■
Years: 18	■	■	■		■	■	■	■	■	■	■	■		■	■	■	■	■	■	■	■
Years: 19	■	■	■		■	■	■	■	■	■	■				■	■	■	■	■	■	■
Years: 20	■	■	■		■	■	■	■	■	■	■	■		■	■	■	■	■	■	■	■

LEGEND

- Mandatory
- If not completed at the required age, must be completed at the first opportunity if age appropriate.
- For developmental, mental health, vision, or hearing screenings: when both colors appear at the same age, perform the most appropriate-level screen.
- Recommended
- Risk-based

Note: THSteps components may be performed at other ages if medically necessary. Check regularly for updates to this schedule: texashhs.org/texashealthstepscheckupcomponents. For free online provider education: txhealthsteps.com.

TEXAS Health and Human Services — Texas Health Steps

E03-13634 June 1, 2021

Exception to Periodicity Checkups

Exception-to-Periodicity checkups are complete medical checkups completed outside the time frames listed in the THSteps Periodicity Schedule due to extenuating circumstances, and might cause the total number of checkups to exceed the number allowed for the Member's age range if the Member was to have all regular scheduled checkups. An exception-to-periodicity checkup is allowed when:

- Medically necessary. For example:
  - Member with developmental delay, suspected abuse or other medical concerns or
  - Member in a high-risk environment, such as living with a sibling with elevated blood lead level of 5 mcg/dL or greater
- Required to meet state or federal checkup requirements for Head Start, day care, foster care or preadoption
- Required to provide an accelerated checkup to the Member's birthday. For example, a 4-year checkup could be performed prior to the Member's 4th birthday if the Member is a member of a migrant family that is leaving the area. Use modifier 32 when billing for this type of checkup.
- Needed before a dental procedure requiring general anesthesia

When billing for an exception-to-periodicity checkup, Provider must include:

- Age-appropriate procedure codes
- Diagnosis codes
- Provider-type modifiers
- Condition indicators as a medical checkup (NU, ST, S2)
- Appropriate exception-to-periodicity modifiers listed in the table below

Modifiers indicate the reason for the exception to periodicity checkup:

Modifier	Description
SC	• Medically necessary (developmental delay or suspected abuse) • Environmental high-risk (sibling of child has elevated blood level)
23	• Dental services provided under general anesthesia
32	• To meet state or federal requirements for Head Start, daycare, foster care or pre-adoption • Accelerated services for children of traveling farmworkers

Claims for exception-to-periodicity checkups that do not include one of the exception-to-periodicity modifiers will be denied as exceeding periodicity.

THSteps Medical Checkup Billing Procedure Codes

- **THSteps Medical Checkup and Immunization Administration on the Same Day**

  The age-appropriate diagnosis code for preventive care medical Checkups must be submitted on the claim. If an immunization is administered as part of a preventive care medical Checkup, diagnosis code Z23 may also be included on the claim. In addition to the age-appropriate diagnosis, for claims that are submitted with an immunization administration procedure code and a preventive evaluation and management (E/M) visit, Providers may append modifier 25 to the preventive E/M visit procedure code to identify a significant, separately identifiable E/M service that was rendered by the same Provider on the same day as the immunization administration.

  Providers may only choose to submit diagnosis code Z23 on the claim if an administration is the only service provided during an office visit.

- **THSteps Medical Checkup and Acute Care Visit on the Same Day**

  Providers must use modifier 25 to describe circumstances in which an acute care E/M visit was provided at the same time as a Checkup. Providers must submit modifier 25 with the E/M procedure code when the rendered services are distinct and provide for different diagnoses. Providers must bill an appropriate level E/M procedure code with the diagnosis that supports the acute care visit.

- **THSteps Medical Checkup and Sports and School Physical on the Same Day**

  A sports and school physical is a value-added service for Community Members since it is not a covered benefit for Medicaid. Community will pay sports and school physicals for Medicaid Members ages 4 to 19 (limited to one per calendar year). Provider must use procedure code 97169, 97170, 97171 or 97172, depending on the level of complexity when billing for sports physicals.

To download a copy, please visit
http://www.tmhp.com/TMHP_File_Library/Provider_Manuals/THStepsQRG/THSteps_QRG.pdf.

Children of Traveling Farmworkers

A traveling farmworker's principal employment is agricultural on a seasonal basis. They move from place to place and live away from home for more than a few days at a time to work on a farm or in fields. These jobs include preparing crops, growing vegetables and fruits, planting trees, raising or caring for livestock or poultry or preparing dairy products.

A traveling farmworker is someone who:

- has been employed in this capacity within the last 24 months
- established a temporary abode for the purposes of such employment.

Their children, from **birth through age 17**, are considered children of traveling farmworkers. Children of traveling farmworkers due for a THSteps medical checkup can receive their periodic checkup on an accelerated basis prior to leaving the area. A checkup performed under this circumstance is an accelerated service, but it should be billed as a checkup. For example, a 4-year-old checkup may be performed prior to the child's fourth birthday if the child is a member of a traveling family that is leaving the area. Providers must use the CPT modifier "32" when providing accelerated services outside of the periodicity schedule.

Performing a make-up exam for a late THSteps medical checkup previously missed under the periodicity schedule is not considered an exception to periodicity or an accelerated service. It is considered a late checkup.

If you serve Community Health Choice Members who meet this criterion, please refer them to Wellness Services at 713.295.6789. Our goal is to arrange for all healthcare services they may need before they leave for the new job.

Annual Texas Health Steps Provider Training

Community requires all contracted THSteps Providers to take an annual Texas Health Steps Provider Training. Log in to your Provider portal at https://Provider.communityhealthchoice.org to complete this annual mandatory training by December 31 of each calendar year. If you have any questions, please contact your Provider Engagement Representative.

Online Provider Education – Free Continuing Education (CE) Hours

THSteps' online program offers more than 60 CE-accredited courses that cover a broad array of health topics. These topics range from wellness and prevention essentials, like breastfeeding and immunization, to specialized courses about treating children with asthma, diabetes, high blood pressure, and many other chronic health conditions.

First-time users will need to register. The courses are available at http://www.txhealthsteps.com/cms/.

TMHP Online Provider Education

TMHP offers a variety of training for Providers online using computer-based training (CBT) modules on the TMHP Learning Management System (LMS). Medicaid Providers can access this training from any location with internet access, anytime, at their convenience. TMHP CBT modules offer flexible training experience by allowing Providers to play, pause, rewind, and even search for specific words or phrases within a CBT module.

First-time users will need to register.

CBT topics include:

- Children with Special Health Needs Service Program Basics
- Claim Forms
- Claims Appeals
- Client Eligibility
- Crossover Claims
- Family Planning
- Texas Health Steps – Medical Services
- Provider Enrollment on the Portal
- And much more

To access the training, please visit: http://learn.tmhp.com/.

Vendor Drug Program Continuing Education (CE) for Prescribing Providers

As a Medicaid-prescribing Provider, you can help Medicaid clients get their medications quickly and conveniently with a few simple steps. By prescribing a preferred product or obtaining a prior authorization before the client leaves the office, the prescription can be filled without delay. This eliminates the need for the pharmacy to contact the prescribing Provider's office for a therapeutic substitution, as well as the need to initiate the prior authorization process.

For a list of Medicaid Drug Formulary and free CE credits, please visit
www.txvendordrug.com/Providers/prescriber-education.


Walker
Polk
Tyler
Jasper
Newton
San Jacinto
Montgomery
Hardin
Liberty
Orange
Austin
Waller
Harris
Chambers
Jefferson
Fort Bend
Galveston
Wharton
Brazoria
Matagorda

MEDICAL AFFAIRS

Peer-to-Peer Discussions - 713.295.2319

Chief Medical Officer - Vernicka Porter-Sales, M.D.

Associate Medical Directors -
Valerie Bahar, M.D.
Rachael Roberts, M.D.

PHYSICAL HEALTH

Utilization Management -
Phone: 713.295.2221 **Fax:** 713.295.2283 or 84

Care Management - Asthma, Congestive Heart Failure, Diabetes, High-Risk Pregnancy
713.295.2303

Diabetic Supplies/Outpatient Perinatal -
Fax: 713.295.7028 | Toll-free fax: 1.844.247.4300

Medicare -
Prior Authorizations - Fax: 713.295.7059
Notification of Admissions - Fax: 713.295.2284
Clinical Submission - Fax: 713.295.7030
Complex Care & Discharge Planning - Fax: 713.295.7030

BEHAVIORAL HEALTH

Medicaid/CHIP - 1.877.343.3108
Marketplace - 1.855.539.5881
Marketplace Outpatient - Fax: 713.576.0930
Medicaid Outpatient - Fax: 713.576.0931
Inpatient - Fax: 713.576.0932
Case Management - Fax: 713.576.0933
Appeals/Standard - Fax: 713.576.0934
Appeals/Expedited - Fax: 713.576.0935

Medicare
Inpatient Prior Authorizations - Fax: 713.576.0932
Outpatient Prior Authorizations - Fax: 713.576.0930

REFUND LOCKBOX

Community Health Choice
P.O. Box 4818
Houston, TX 77210-4818

ELECTRONIC CLAIMS
(Medicaid/CHIP & HMO D-SNP)

Submit directly through our online claims portal:
CommunityHealthChoice.org > Provider Tools > Claims Center
Payer ID - 48145
Change HealthCare - 1.800.735.8254
Availity - 1.800.282.4548
Gateway EDI - 1.800.969.3666
TMHP (Medicaid only) - www.tmhp.com

ELECTRONIC CLAIMS-UB, CMS-1500 *(MARKETPLACE)*

Submit directly through Community Health Choice 's Online Claims Portal: CommunityHealthChoice.org > For Providers > Provider Tools > Claims Center
Change Healthcare - 1.800.735.8254
Payer ID - 60495

PHARMACY

Navitus Health Solutions
1.877.908.6023 | 1.866.333.2757 (Medicare)
www.navitus.com

VISION SERVICES

Envolve Vision
Toll-free - 1.800.531.2818 | www.visionbenefits.envolvehealth.com

DENTAL SERVICES

FCL Dental
Toll-free Member Services - 1.866.844.4251
Toll-free Provider Services - 1.877.493.6282
www.fcldental.com

ADVERSE DETERMINATIONS & MEDICAL NECESSITY APPEALS

Community Health Choice
Attn: Medical Necessity Appeals
Fax: 713.295.7033
All appeals must be in writing and accompanied by medical records.

MEMBER SERVICES & SPECIALIST SCHEDULING

713.295.2294 or 1.888.760.2600

PROVIDER SERVICES

For general questions or to submit your updates:
- Provider Portal
- Contact your Provider Engagement Representative
- ProviderWebInquiries@CommunityHealthChoice.org

Medicaid/CHIP - 713.295.2295
Marketplace - 713.295.6704
Medicare - 713.295.5007 or toll-free 1.833.276.8306