

ProgenyHealth & Community Health Choice's Partnership

Community Health Choice is happy to announce a partnership with ProgenyHealth for the **STAR, CHIP-Perinate, and Marketplace** lines of business. ProgenyHealth specializes in Neonatal Care Management Services. ProgenyHealth's care management program will enhance services to your patients and support Community Health Choice's mission to make a lasting difference in our members' lives by improving their health and well-being.

Under the agreement that begins **10/25/2023**, ProgenyHealth's Neonatologists, Pediatricians and Neonatal Nurse Care Managers will work closely with Community Health Choice members to promote healthy outcomes for premature and medically complex newborns.

What activities are conducted by ProgenyHealth?

ProgenyHealth's clinical care nurses conduct admission and continued stay reviews, discharge planning, and post hospitalization care of newborns admitted to the NICU or Special Care Nursery. These services also include any readmissions that may occur within the first year of life.

ProgenyHealth's Case Management department consists of nurse case managers, social workers, and case management associates who deliver our comprehensive services telephonically. ProgenyHealth Case Managers outreach families during the inpatient stay, discuss case management needs, collaborate with facilities to safely transition from hospital to home, and continue to provide case management services through the first year of life.

How do I contact ProgenyHealth for admission and continued stay review of newborns?

You will notify ProgenyHealth of NICU admissions and continued stay reviews via fax at 866-906-1243. Determinations will be sent by fax, letter and verbally as applicable.

Who should I contact for reviews of newborns who are admitted for acute inpatient care in the well-baby nursery?

Community Health Choice will continue to conduct UM reviews of newborns not discharged home with the mother who require acute care in a well-baby nursery. Providers should continue to follow the process outlined by Community Health Choice for these reviews.



What is the process if the requested level-of-care does not match ProgenyHealth's determination based upon clinical information or if a denial is a possibility?

If the requested level-of-care differs from the level-of-care assigned by ProgenyHealth based upon guidelines, our ProgenyHealth nurse will communicate this verbally and provide fax notification. The nurse will ask for any additional information to validate the requested bed level.

The first option is a peer-to-peer discussion between a hospital physician and a neonatologist or pediatrician at ProgenyHealth. The provider may also submit additional clinical documentation for consideration prior to ProgenyHealth rendering a determination.

Appeal rights are detailed in communications sent to providers with each adverse determination and are managed by Community Health Choice

ProgenyHealth Contact Information

Utilization Management

Phone: (888) 832-2006 option 3

Secure Fax: (866) 906-1243

Case Management

Phone: (888) 832-2006 option 4

Secure Fax: (855) 834-2567



NICU Review Information Guide



Admission Reviews

Parent Demographics

- Demographic sheet
- Mother's name
- Mother's date of birth
- Mother's contact information
- Other contact information

Pregnancy Information

- Prenatal care (yes/no)
- Maternal comorbidities (i.e. depression, hypothyroid)
- Pregnancy complications (i.e. gestational diabetes, pre-eclampsia/eclampsia)
- Meds during Pregnancy Gravida/Para
- Preterm labor PROM
- Anormal serologies or studies (laboratory results, ultrasound/fetal echo findings, etc.)
- Prenatally diagnosed neonate condition (i.e. Down syndrome, heart defect)

Birth Information

- Method of delivery (NSVD, C-section – if urgent/why?)
- Birth weight (in grams), gestational age
- Apgar scores
- Resuscitation in delivery room

Clinical Information for Admission Reviews

- Requested level of care
- Bed Type
 - Thermoregulation (Radiant warmer, Isolette) or Open crib.
 - Infant temperature and isolette temperature.
- Respiratory status
 - Ventilatory requirements, FiO2 and O2 sats
 - NC/CPAP with liter flow and FiO2 with O2 sats
 - Date infant was off respiratory support and is on room air
- Nutrition
 - Percentage of feeds broken down via route - NG and/or PO
 - IVF/TPN with Total Volume
- Meds
 - IV • PO
- Labs/Tests pertinent to the admission (e.g., GBS, Tox screen, HSV, Hepatitis, CBC, cultures, bilirubin, etc.)
- Social issues Infant's Race
- Plan of care (Antibiotics and planned duration, Phototherapy)
- Transition of care plans (Parent teaching, Discharge plan, Transition of care concerns)

Concurrent Reviews

Clinical Information for Continued Stay Reviews

- Requested level of care
- Daily weights (in grams/Kilograms)
- Bed Type
 - Thermoregulation (Radiant warmer, Isolette) or Open crib.
 - Infant temperature and isolette temperature.
- Respiratory status
 - Ventilatory requirements, FiO2 and O2 sats
 - NC/CPAP with liter flow and FiO2 with O2 sats
 - Date infant was off respiratory support and is on room air
 - Apnea, bradycardia, desaturation events with details (date, time, with or without feeds)
- Nutrition
 - Percentage of feeds broken down via route - NG and/or PO
 - IVF/TPN with Total Volume

- Meds for infants with NAS and being treated with oral morphine, dose and weaning plan. Include NAS scores.
 - IV • PO
- Labs/Tests pertinent to continued inpatient stay (e.g., blood gas, BMP, bilirubin, CBC or H/H, cultures, etc.)
- Social issues: Need for social services engagement? Is baby cleared to be discharged to mother?
- Is there another discharge plan?
- Plan of care (Antibiotics and planned duration, Phototherapy)
- Transition of care plans (Parent teaching, Discharge plan, Transition of care concerns, Follow up appointments)

Questions? Call 888-832-2006