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**FEBRUARY is NATIONAL HEART MONTH**

Infographic with a red background. On the left, it says 'About 852,000 people in New York have coronary heart disease.' Below this, it says 'This is the most common form of heart disease and can often be prevented. #OurHearts are healthier when we move more, eat healthier, get enough sleep, reduce stress, and quit smoking!' At the bottom left, it says 'Learn more at hearttruth.gov'. On the right, there is a map of New York with a heart icon over it. At the bottom, there are logos for the CDC, NIH (National Heart, Lung, and Blood Institute), and The Heart Truth.

Heart disease is a leading cause of death for both men and women in the United States. Most middle-aged and young adults have one or more risk factors for heart disease, such as diabetes, high blood pressure, high cholesterol, or being a smoker or overweight. Having multiple risk factors increases the risk for heart disease.

- Ensure your patients know their blood pressure and are treated accordingly
- Ensure cholesterol is monitored
- Discuss lifestyle choices/barriers: diet, stress, smoking, access to medications
- Refer patients who need extra support to specialists; endocrinology, nutritionists, mental health support, NYS quit line.

To link patients to support, contact Monroe Plan's case management department at [cmtriage@monroeplan.com](mailto:cmtriage@monroeplan.com) or speak to your MP Quality Representative. To learn more, visit: <https://www.nhlbi.nih.gov/education/american-heart-month>.

**MONROE PLAN'S PROVIDER PORTAL SAVES TIME – Register Today!**



Monroe Plan for Medical Care's Provider Portal centralizes essential tools & forms in one place!

- \* Submit Roster Updates
- \* Access Demographic, Credentialing & Administrative Forms
- \* Utilize Coding Tip Sheets
- \* Find Training Tools, Resources and more!

To register, go to <https://monroeplan.healthtrioconnect.com>.

**FEBRUARY is NATIONAL CHILDREN'S DENTAL HEALTH MONTH**



In the U.S., individuals consume, on average, approximately **50 gallons** of sugary beverages per year! Alarming, a steady diet of sugary foods and drinks can ruin teeth, especially among those who snack throughout the day. Consuming too much sugar can also affect your overall health, such as becoming overweight/obese, or getting heart disease or type 2 diabetes.

As the first line of defense against preventable illness and disease, you play a key role in promoting good oral health during patient visits. Help prevent systemic health issues by asking quick questions that assess oral health such as, how often do you brush or visit the dentist? Remind your patients that oral health IS part of physical health. For a list of dental providers in your area to refer patients to, please visit <https://dentaquest.com/>.

**NETWORK SPOTLIGHT:**



**OFFERS MENTAL HEALTH & ADDICTION RECOVERY SUPPORT**

A recent NYS health report analyzes mental health in New York State during the pandemic. The study, which spanned May to October 2020, reported alarming data for New Yorkers:

- More than 1/3 of adults reported poor mental health
- Hispanics and Blacks reported the highest rates of feeling anxious or depressed, 42% and 39% respectively
- Almost half of young adult New Yorkers (ages 18–34 years) reported poor mental health
- While reported symptoms of anxiety and/or depression increased across all income brackets from May to October 2020, low-income New Yorkers experienced the highest rates of poor mental health across the survey period

BestSelf, a Monroe Plan IPA Network partner, can help. BestSelf Behavioral Health is an innovative organization offering virtual care and Certified Community Behavioral Health Clinics. Best Self's wide range of programs includes education and vocational supports, mobile mental health and substance use disorder services, homeless outreach and housing, and community and school-based programs. In addition, BestSelf is recognized for having a best practice model Child Advocacy Center that coordinates a single, child friendly response after trauma that integrates law enforcement and medical, mental health and child protection professionals.

**Monroe Plan for Medical Care IPA  
February 2022 Newsletter**

**OFFICE REMINDERS**

**ROSTER REMINDER:** To ensure accurate and current practice data is captured, please send updated provider practice rosters to Monroe Plan at [pfmemails@monroeplan.com](mailto:pfmemails@monroeplan.com).

**Medicaid MMIS Reminder:** To see Medicaid patients, providers must enroll with NYS and have an MMIS number. To enroll, go to the eMedNY site, [Provider Enrollment and Maintenance \(emedny.org\)](http://emedny.org) and navigate to your provider type to print and review the instructions and enrollment form.



**ACCESS AND AVAILABILITY**

Primary Care Providers (PCPs), which include Family Practice, Internal Medicine, Obstetrics/Gynecology (OB/GYN) and Pediatricians, and Behavioral Health Providers who contract with Medicaid Managed Care Plans must meet specific appointment and availability standards to ensure that enrolled Medicaid members have appropriate access to necessary health care. New York State routinely completes surveillance activities to evaluate compliance with the following appointment availability standards, (Medicaid Model Contract 15.2, Appointment Availability Standards):

NYSDOH Appointment Standards	
Type of Visit	Required Timeframe
Urgent care visit	Within 24 Hours
Non-urgent sick visits	Within 3 days
Routine, preventive care visit	Within 4 weeks
First pre-natal visit	Within 3 weeks during 1st trimester (2 weeks in 2nd, 1 week in 3rd)
First newborn visit	Within 2 weeks of hospital discharge
First family planning visit	Within 2 weeks
Follow-up visit after mental health/substance abuse ER or inpatient visit	Within 5 days
Non-urgent mental health or substance abuse visit	Within 2 weeks
Adult baseline and routine physicals visit	Within 12 weeks

NYSDOH Appointment Standards for Behavioral Health Services	
Type of Visit	Required Timeframe
Behavioral Health Specialist Referral Non-Urgent	Within 24 Hours
For Continuing Day Treatment, Intensive Psychiatric Rehab, Treatment programs and Rehab services for residential Substance Use Disorder treatment services	Within 2 to 4 weeks of request
For PROS programs other than clinic services	Within 2 weeks of request
Non-urgent mental health or Substance Use Disorder visits with a Participating Provider that is a Mental Health and/or Substance Use Disorder Outpatient Clinic, including a PROS clinic	Within 1 week of request
Provider visits to make health, mental health, and substance abuse assessments for the purpose of making recommendations regarding a recipient's ability to perform work when requested by a LDSS	Within 10 days of request by an MMC Enrollee

## MONROE PLAN'S WINNING WELLNESS PROGRAM Spreading the Health

Monroe Plan goes the extra mile to support the health and well-being of our employees, which helps them better support you! In fact, Monroe Plan's wellness program, known as SHAPE (Striving for Health and Personal Excellence), was named **Employer of the Year for employers with 100-199 employees** by *Rochester Business Journal (RBJ)*. RBJ's annual Workplace Wellness Awards celebrate Rochester-area employers who promote health and wellness in the workplace.

Since its inception in 2010, SHAPE has offered onsite fitness centers and classes, onsite Weight Watchers, corporate walk challenges and teams, biggest loser contests, lunch and learns and most recently, a series of virtual programs, webinars and resources addressing topics such as mindfulness, exercise, stress management, office ergonomics, heart health, healthy meals, preventative care, mental health, financial wellness and more.

