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THANK YOU FOR YOUR FEEDBACK: IPA SATISFACTION SURVEY RESULTS



Thank you to the 117 practices that participated in our IPA Satisfaction Survey. **Of the practices that regularly use Monroe Plan services, approximately 90% indicated they are satisfied to highly satisfied.** The survey indicates a high level of interest in Monroe Plan's:

- Outreach to patients to help address gaps in care and other health disparities
- Coding Support and Education
- Contracting and Revenue Management Support (e.g., Provider-Plan contract reviews, Value-based Contract negotiation, Revenue cycle management)

Survey responses also highlighted staffing shortages and a need for improved health plan billing and credentialing processes as main business challenges. Monroe Plan can help review work flows to reduce staff time, help optimize your EMR, advocate on behalf of the practices with our health plan partner, and much more. We are looking forward to continuing to support you in 2022 in addressing your most pressing challenges. Please don't hesitate to contact us at providerrelations@monroeplan.com.

JANUARY IS CERVICAL CANCER SCREENING MONTH

Each year, more than 13,000 women/transgendered men are diagnosed with cervical cancer in the United States. Yet, cervical cancer is one of the most preventable cancers today. **Please be sure to encourage your patients to VACCINATE EARLY & SCREEN REGULARLY!**

Other Helpful Practice Hints:

- Ensure that Women, transgendered male patients, or anyone with a cervix between the ages of 21-64 receive yearly pap smears.
- Ensure children receive their HPV vaccination series between their 9th and 13th birthdays.
- Ensure your EMR systems are configured with provider alerts that identify patients who are due for tests/interventions.



For Patient Resources and promotional materials for the office please visit <https://www.cancer.org/latest-news/special-coverage/cervical-health-awareness-month.html>.

DIABETES CODING: INCREASE YOUR PRACTICE REVENUE

If your practice has on-site Hba1c testing, please ensure that you are submitting the appropriate codes to collect that revenue. **The Monroe Plan for Medical Care Quality Team has found tens of thousands of dollars in unbilled lab results within our network.**

Claims/ Coding: 83036; 83037

- 3044F – Most recent HbA1c less than 7.0%
- 3046F – Most recent HbA1c greater than 9.0%
- 3051F – Most recent HbA1c greater than or equal to 7.0% and less than 8.0%
- 3052F - Most recent HbA1c greater than or equal to 8.0% and less than 9.0%

Does your practice need help problem solving? Please email Samantha Tolbert, Manager of Quality Initiatives at stolbert@monroeplan.com.

NYS ANNUAL CULTURAL COMPETENCY REQUIREMENT

In October of 2021, the NYS DOH approved cultural competence training by the US Dept of Health and Human Services (HHS, Office of Minority Health education program, *Think Cultural Health*. The training is online, free and offers several provider specific programs: [Education - Think Cultural Health \(hhs.gov\)](https://www.hhs.gov/education/cultural-health/).

Training should be initially completed by appropriate staff within the next 12 months and then annually thereafter. Please ensure your staff completes the training and forward certificates of completion to providerrelations@monroeplan.com.

ROSTER REQUEST

To ensure accurate and current data is captured, please send updated provider practice rosters to Monroe Plan at pfmemails@monroeplan.com.

CAQH REMINDER

Council for Affordable Quality Healthcare

CAQH is an online data repository of credentialing data. "CAQH Credentialing" refers to the process for practitioners to self-report demographic, education and training, work history, malpractice history, and other relevant credentialing information to create an online credentialing profile for insurance companies to access. Electronic access to this information is meant to reduce the burden of paperwork by eliminating much of the paper-based enrollment process involved with payor network enrollment and facility privilege applications.

The main purpose of CAQH (The Council for Affordable Quality Healthcare) is to gather credentialing information on healthcare practitioners and make that information available to health plans and other healthcare entities to streamline the credentialing process. **Please remember to keep your CAQH updated by visiting [CAQH - Streamlining the Business of Healthcare](https://www.caqh.com/).**

MONROE PLAN HOLIDAY FAMILIES: A LONG TRADITION OF GIVING

As part of our rich history and tradition, Monroe Plan sponsors a Holiday Families Program. Each year, our outreach workers and case managers identify member families in need to be a part of our Holiday Families program. Our staff puts together a wish list for each child or adult and either with their own funds or money raised throughout the year in company raffles, staff shop for gifts on the wish list. Monroe Plan delivers wrapped packages along with a grocery gift card and essential items like blankets, towels, pillows, or toiletries. This year alone, Monroe Plan sponsored 124 individuals! Thank you to our dedicated staff who work hard on behalf of our members, not just at holiday time, but all year long!



from your Monroe Plan Team!