

FREE COURSE: MEDICAL ASSISTED TREATMENT FOR OPIOID USE DISORDER

Free Online Course, Earn CME's



Monroe Plan, in conjunction with the Rochester Academy of Medicine, is offering a free 3-hour online Continuing Medical Education (CME) Program for [“Medical Assisted Treatment for Opioid Use Disorder.”](#) This program is funded by a grant from the Substance Abuse and Mental Health Services Agency (SAMHSA) and is also accessible through the Monroe Plan website.

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Medical Society of New York (MSSNY). The Rochester Academy of Medicine is accredited by the Medical Society of New York (MSSNY) to provide continuing medical education for physicians.

TELEHEALTH: A POWERFUL TOOL TO CLOSE GAPS AND INCREASE REVENUE

COVID-19 had significant impact on patient care and provider revenue alike. **Telehealth can be a powerful tool to combat the effects of COVID-19 on delayed or missed care and boost revenue.**

According to a recently published [study](#), researchers examining the period between March and mid-July 2020 found that, among the 1,337 respondents:



- 29% missed a preventive care visit.
- 26% missed an outpatient general medical appointment.
- 8% missed one or more doses of a prescription medicine typically picked up from a retail pharmacy.
- 8% missed an outpatient mental health appointment.
- 6% missed an elective surgery.
- 3% did not receive health care for a new severe mental or physical health issue.

A separate survey conducted by AMA about the pandemic's impact highlights the financial pressures physician practices have faced and continue to experience, including a 32% drop in revenue since February.

Monroe Plan's team can provide telehealth billing guidance. In addition, our team can provide long term care management support to your Medicaid patients with chronic health and psychosocial stressors through our Case Management Agency. Contact providerrelations@monroeplan.com for assistance.

UNLOCKING PATIENT ACCESS TO TELEHEALTH: FREE RESOURCE

Telehealth offers a viable solution to improving access to care for underserved populations. Yet, many cannot afford the technology needed to be able to take full advantage of telehealth services. The Emergency Broadband Benefit Program may be of interest to your patients who are in this situation

What is the Emergency Broadband Benefit Program?

The Emergency Broadband Benefit Program is a [Federal Communications Commission \(FCC\) program](#) that provides a temporary discount on monthly broadband bills for qualifying low-income households. Participating broadband companies can assist with application process.

Please reach out to stolbert@monroeplan.com for additional information

NYS EMERGENCY HOUSING AND UTILITY ASSISTANCE

Adequate **housing** or the prevention of precarious **housing** is a key component of **health** promotion or disease prevention. Adequate **housing** is safe, secure and affordable shelter with access to suitable facilities for daily living (such as washing, cooking and heating), and sufficient living space.

Do you have patients that need assistance with housing? Beginning June 1, 2021, NYS is accepting applications for the [New York State Emergency Rental Assistance Program \(ERAP\)](#) which will provide significant economic relief to help low and moderate-income households at risk of experiencing homelessness or housing instability by providing rental arrears, temporary rental assistance and utility arrears assistance. Visit the [NY ERAP Web Page](#) for more information.



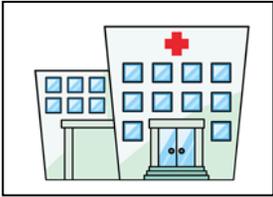
Please note that residents of the [City of Rochester and Monroe County](#) must apply with their local programs for emergency rental assistance. You may also contact stolbert@monroeplan.com for additional information

SIGNING UP FOR MOLINA'S ELECTRONIC DATA and ELECTRONIC TRANSFER SOLUTIONS.

If you have not already done so, we encourage you to sign up for Molina's EDI/EFT solution to receive the quickest payment and remittance advice information. You can sign up by registering [here](#).

Any questions regarding the process should be directed to **Change Healthcare Provider Services** at wco.provider.registration@changehealthcare.com or (877) 389-1160.

ANCILLARY and FACILITY BASED CREDENTIALING INFORMATION



Monroe Plan is committed to providing information to help you manage your interface with the contracted MCO, Molina Healthcare of New York (MHNY). Credentialing is a critical first step in this interface and ensures timely and accurate processing of claims. Molina Healthcare of New York’s credentialing program has been developed in accordance with State and Federal requirements and the standards of the National Committee of Quality Assurance (NCQA). The required HDO/DO form can be found [here](#).

Completed applications or questions should be submitted to Molina Healthcare of New York’s Network Operations team via email: MHNYNetworkOperations@MolinaHealthCare.Com.

MONROE PLAN’S PROVIDER PORTAL

Monroe Plan is dedicated to providing outstanding service and support to our provider network. We continue to add valuable resources and information to our provider portal, introduced earlier this year. In addition, the portal centralizes forms and tracks communications and transactions-so you don’t have to. Ask us about registering today by emailing pfmemails@monroeplan.com to learn more.

ACCESS AND AVAILABILITY STANDARDS REMIINDER

Primary Care Providers (PCPs) (Family Practice, Internal Medicine, Obstetrics/Gynecology (OB/GYN), 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 during 2nd, 1 week during 3rd)
First newborn visit	Within 2 weeks of hospital discharge

**Monroe Plan for Medical Care IPA
June 2021 Newsletter**

Type of Visit	Required Timeframe
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
<i>For Continuing Day Treatment, Intensive Psychiatric Rehabilitation, Treatment programs and Rehabilitation services for residential Substance Use Disorder treatment services</i>	Within 2 to 4 weeks of request
<i>For PROS programs other than clinic services</i>	Within 2 weeks of request
<i>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</i>	Within 1 week of request
<i>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</i>	Within 10 days of request by an MMC Enrollee