

IN THIS ISSUE...

Office Operations

Updated COVID-19 Billing Guidance
Preliminary Records Review
Register for Monroe Plan's Portal
Help for the Uninsured
Provider Data News-Keeping Your Records Straight

Clinical Resources

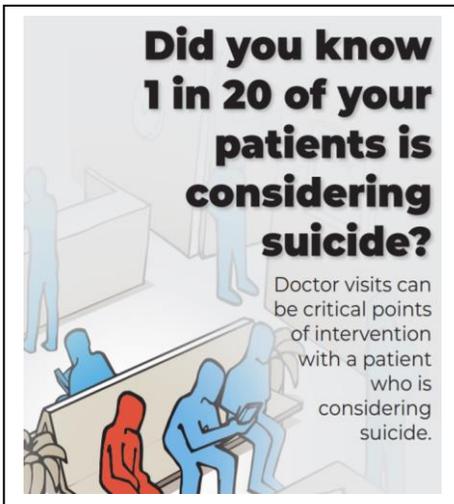
World Suicide Prevention Day, Sept 10
Quality Matters - Coding, Diabetes
Are You Culturally Competent?

Monroe Plan News

Monroe Plan's Subsidiary: MP CareSolutions

Click on any title above to jump to that article!

SEPTEMBER 10 IS WORLD SUICIDE PREVENTION DAY



World Suicide Prevention Day is observed each year on September 10. It's a growing problem and the numbers tell a shocking story. Every 40 seconds someone takes their own life according to the World Health Organization (WHO). Suicide is the leading cause of death for people aged 15 to 29 and for every suicide that results in death, there are as many as 40 attempted suicides.

Health Care providers are in a unique position to help address this mental health crisis which has only been exacerbated by COVID-19. If you are concerned about a patient's state of mind, you might ask:

1. How have you been?
2. How's your stress level lately?
3. Have you been eating and sleeping?
4. Is there anything you want to talk about?
5. Would you be willing to talk to someone?
6. What can I do for you?

[National Suicide Prevention Month](#) and [Suicide Resource Center](#) are two excellent resources for additional information. If the patient is in an emergency, call [The National Suicide Prevention Lifeline](#) at 800-273-TALK (8255) or call 911 immediately.

UPDATED COVID-19 BILLING GUIDANCE

Effective 8/12/21, NYS DOH has issued policy and billing guidance for COVID-19 booster (3rd dose) administration. Please click the link to latest guidance: [NYS Medicaid Coverage Policy and Billing Guidance for the Administration of COVID-19 Vaccines Authorized for Emergency Use.](#)

QUALITY MATTERS

Quality matters to your patients and to your practice’s performance and success! As a member of Monroe Plan’s IPA, you have access to training and a support team that can help your practice continuously improve.

Quarterly Coding University -Tuesday, September 28, 12-1 pm.

Monroe Plan’s Coding University is consistently well attended and can contribute to higher quality scores and revenue! To sign up for this helpful refresher on coding optimization, contact Samantha Tolbert, stolbert@monroeplan.com.

Reminders for Your Diabetic Patients

It’s time to remind your patients with Diabetes to come in for a final 2021 Hemoglobin A1c. Please be sure to code for their Hba1c result! If a patient has not scheduled their yearly Diabetic Retinal Eye Exam, now is the time to schedule the visit before end of the year. It is important to note that a negative eye exam from 2020 will count- the code just needs to be submitted. Lastly, please remind patients that Molina offers a \$25 patient incentive to complete both tests.

Please reach out to Samantha Tolbert, stolbert@monroeplan.com for additional guidance on coding or to learn more about patient engagement opportunities.

PRELIMINARY MEDICAL RECORDS REVIEW

Molina HealthCare of New York will be performing medical records reviews that target hybrid quality measures (Dilated Retinal, Diabetes monitoring, Weight Assessment and Counseling in Children, Colorectal and more). To prevent disruption to your practice, consider allowing EMR access. To learn more, contact providerralations@monroeplan.com

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>.

ASSISTANCE FOR UNINSURED PATIENTS



Do you have patients who are uninsured or need assistance with health insurance? As you know, MPMC contracts with Molina Healthcare of New York on behalf of the IPA. Molina offers free or low-cost health insurance to qualifying individuals and their families. Molina’s team of skilled facilitated enrollers would be happy to help your patients with their insurance needs. Please call Molina at (844) 239-4911 (TTY:711) for assistance or if you prefer, please contact:

Rochester Area
Norma Diamond, Supervisor, Facilitated Enrollment
Norma.Diamond@MolinaHealthcare.com
585.261.2011

Buffalo Area
Will Reyes, Supervisor, Facilitated Enrollment
William.Reyes@MolinaHealthcare.com
716.258.8936

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

| PROVIDER DATA MANAGEMENT INFORMATION <i>Keeping Your Records Straight</i> | |
|---|--|
| ITEM | WHAT YOU NEED TO KNOW |
| <p>Provider Office Changes When the provider office or facility has moved, changed ownership, merged with another group etc.</p> | <p>When there are any major updates within your practice, please make sure you update us in a timely manner by sending the changes to pfmemails@monroeplan.com.</p> <p>Important changes include new practitioners, new service locations, TIN changes, NPI updates, remit address updates, termed practitioners, etc.</p> |
| <p>Provider Roster updates</p> | <p>To ensure accurate and current practice data is captured, please send updated provider practice rosters to Monroe Plan at pfmemails@monroeplan.com.</p> |
| <p>Medicaid ID (MMIS)</p> | <p>To see Medicaid patients, providers must enroll with NYS and have an MMIS number. To enroll, go to the eMedNY site, Provider Enrollment Page and navigate to your provider type to print and review the instructions and enrollment form.</p> |
| <p>Attestations</p> | <p>We will begin requesting Provider Attestation Forms, HIV Attestation Forms, and Ownership Disclosure Attestations beginning in September 2021. Please keep an eye out for these forms and return timely!</p> |

ARE YOU CULTURALLY COMPETENT?



COVID-19 is shining a spotlight on the long standing need to reduce disparities in health care. Strengthening the cultural competency of health care providers and staff can play an important role in reducing disparities. In fact, NYS Department of Health requires Health Plans and IPA’s that contract with Health Care Providers, to provide Cultural Competency training. As such, we wanted to share some helpful information and resources regarding Cultural Competency. **Please take the time to review or share the following information with staff.**

Communicating Across Cultures

Cultural and linguistic competency is the ability to provide respectful and responsive care to members with diverse values, beliefs, and behaviors, including tailoring health care delivery to meet members’ social, cultural and linguistic needs. The National CLAS Standards, developed by the Health and Human Services Office of Minority Health, aim to improve health care quality and advance health equity by establishing a collective set of mandates and guidelines that inform, guide and facilitate culturally and linguistically appropriate services. Clear communication is the foundation of culturally and linguistically competent care.

Guiding the Conversation

- Initial greetings can set the tone for an interaction. If the patient’s preference is not clear, ask how they would like to be addressed (i.e. Mr. Jones, Michael, Ms. Gonzalez).
- Inquire about preferred language and preferred method of communication (i.e., written, spoken, graphics, sign language, assistive listening devices, etc.).
- Consider treatment plans with respect to the patient’s culture-based beliefs about health.

Assisting Patients whose first language is not English

- Speak slowly and try not to raise your voice.
- Use simple words and avoid jargon.
- Give information in small chunks and short sentences.
- Repeat important information and have the patient repeat information back to you.
- Inform the interpreter of any specific patient needs and allow enough time for the interpreted sessions.
- Speak in the first person.
- Talk to the patient directly, rather than addressing the interpreter.
- Please remember that it is never permissible to ask a minor, family member or friend to interpret.

Additional Cultural Competence Resources

Language Access Services

Molina Healthcare of New York provides the following services to members at no cost, when needed:

- Written material in other formats (i.e., large print, audio, accessible electronic formats, Braille)
- Written material translated into languages other than English
- Oral and Sign Language Interpreter Services
- Relay Service (711)
- 24 Hour Nurse Advice Line
- Bilingual/Bicultural Staff

For additional information on Molina’s language access services or cultural competency resources, contact Provider Services or visit www.MolinaHealthcare.com.

Training for Providers

A series of short Cultural Competency Training videos are available on Molina’s website on the Culturally and Linguistically Appropriate Resources page listed under the Health Resources tab. Topics covered include: How Culture Impacts Health Care, Health Disparities, Social Determinants of Health, Seniors and Persons with Disabilities, LGBTQ Population, Immigrant and Refugee Populations, Perspective-taking and Molina’s Language Access Services.

Please let us know if you have completed any NYS based cultural competency training on-line by emailing us at providerrelations@monroepan.com and attaching a copy of your NYS completion certificate. Thanks for your cooperation!



ABOUT MP CARESOLUTIONS

You know that Monroe Plan for Medical Care operates an Independent Physician Association holding contracts with a network of over 12,500 providers. You may also know that over our 51-year history, Monroe Plan has provided health care services to Medicaid recipients, primarily as a contracted partner to large MCO's and as an independently owned health plan for several years. But did you know that Monroe Plan is the parent company of MP CareSolutions, a Healthcare Management Services Subsidiary?

Through MP CareSolutions, we provide services to healthcare companies, large and small, offering expertise in care management, utilization management analytics, back-office operations, provider network operations and support and more. MP CareSolutions' customer base spans a variety of entities including a large health plans, Special Needs Plans, ACO's and IPA's. We are proud of our strong customer service orientation and of the results we have achieved for our customers!

Why is this important for you to know? Because Monroe Plan brings this vast experience and continuous learning to bear on the work that we do on behalf of the IPA. We understand the full spectrum of health care and are exposed everyday to the challenges and best practices that help us help you.

Are you or a business you are affiliated with in need of analytics, care management, utilization management or operations assistance? Call 585.256.8464 or go to www.mpcaresolutions.com to learn more.