

Office Operations

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A MESSAGE FROM DR. GEORGE E. MATTHEWS, CMO

THE GIFT OF SELF-CARE



Friedrich Nietzsche is often quoted as stating "That which does not kill us makes us stronger". Certainly, surviving an existential threat such as the COVID-19 pandemic is to be acknowledged and celebrated. Yet this survival may come at a cost. That cost being burnout and the resultant depression, posttraumatic stress disorder and other mental health challenges.

As this year draws to a close, we can look back and appreciate that despite multiple challenges, providers and health care workers remain standing (unbowed, unbent, and unbroken). As providers however we must take a moment to reflect that the well-being of ourselves and our colleagues is rooted in part in addressing the underlying factors which might contribute to burnout.

Those factors which may contribute to burnout include increasing workload/increasing work hours, bureaucratic tasks (charting and paperwork), perceived lack of respect from employers/colleagues and insufficient compensation. How then are we to reduce the impact of burnout? The most prominent actions would be establishing a work schedule that does not tax the individual's physical and mental well-being while ensuring that the health care provider feels some degree of control of their schedule and work burden. Finally, although the challenges that we encounter have been present prior to the COVID-19 pandemic, the pandemic shone a bright light upon the impact of burnout.

As we look toward the new year let us embrace a concept of provider safety which first begins with self-assessment. Additionally engaging social support from family and friends and having the strength to seek assistance from a mental health professional. As we end the present year and look forward to the new year let us as health care providers resolve that unless we are mentally and physically healthy, we cannot provide the best care to our patients, nor can we be the best spouse, parent, or child within our family.

Individual Healthcare Provider Wellness and Burnout Resources

American College of Physicians

Centers for Disease Control

American Organization for Nursing Leadership

[Individual Physician Wellness and Burnout Tools](#)

[Support for Health Professionals](#)

[Leading Through Crisis Resource Compendium](#)

**NATIONAL INFLUENZA VACCINATION WEEK
DECEMBER 5-9, 2022**



Our area is experiencing a crushing rise in contagious viruses including Flu, RSV, and COVID.

Now more than ever, we must remain vigilant discussing the importance of vaccinations with our patients. Coupled with education to practice good hygiene techniques, we can make an impact on public health.

Access CDC patient and practice promotion and educational resources [here](#).

**Influenza, Colds, and COVID-19:
How Do Their Symptoms Compare?**

The flu, the common cold and COVID-19 are contagious respiratory illnesses caused by viruses. Because they share similar symptoms, it can be hard to tell the difference between them. In general, the common cold tends to cause milder symptoms than the flu, while COVID-19 can cause more serious symptoms than the flu. The chart below provides general information on how each of these respiratory illnesses may affect individuals, but each person may have very different experiences of the flu, the common cold, and COVID-19.

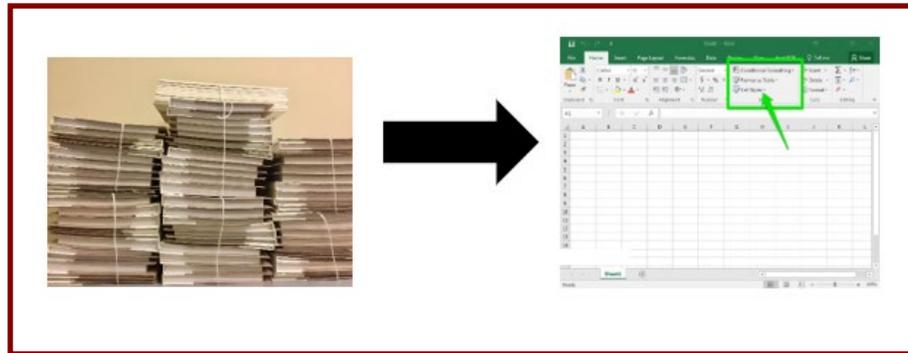
Common Symptoms*	Influenza	Colds	COVID-19
Fever	<ul style="list-style-type: none"> Usual (100° F–102° F; may be higher, especially in young children) Lasts 3–4 days 	Rare	Common
Headache	Common	Uncommon	Common
General aches, pains	Usual; often severe	Slight	Common
Fatigue, weakness	Usual; can last up to 3 weeks	Sometimes	Common
Extreme exhaustion	Usual at the beginning of the illness	Never	Common
Stuffy, runny nose	Sometimes	Common	Common
Sneezing	Sometimes	Usual	Rarely
Sore throat	Sometimes	Common	Common
Cough	Common; can become severe	Common	Common, dry cough
Chest discomfort	Common	Mild to moderate	Common; can cause trouble breathing, or persistent pain or pressure in the chest, requiring immediate emergency care
Loss of taste or smell	Rarely	Rarely	Common

*All possible symptoms of influenza, colds or COVID-19 are not listed.
Source: NIH News in Health, January 2022.

HAPPY HEDIS® SEASON!

2020 chart requests will be coming soon! Monroe Plan would like to make it a happier new year by easing the administrative burden of chart collection in 2023. We look forward to continued conversations about configuring an automated flat file data report from your EMR to save your staff time and work!

Interested? Let us know! quality@monroeplan.com



CULTURAL COMPETENCY ATTESTATIONS DUE DECEMBER 15



The Mainstream Medicaid Managed Care, HIV Special Needs Plans, and Health and Recovery Plans Model Contract Section 15.10(c) requires that the MMCP “...ensure the cultural competence of its provider network by requiring Participating Providers to certify, on an annual basis, completion of State-approved cultural competence training curriculum, including training on the use of interpreters, for all Participating Providers’ staff who have regular and substantial contact with Enrollees.”

Cultural Competency Training Attestation

How can I attest? Once staff complete the required annual training, certificates of completion can be sent to providerrelations@monroeplan.com. The certificate of completion should serve as fulfillment for all Medicaid Managed Care Organizations you are contracted with.

To whom does this apply? All participating providers and staff who have regular and substantial contact with members.

Who can attest? Attestation can be completed by individual providers on their own behalf, or by a designee granted authority by the practice to attest on behalf of all practice providers and applicable office staff.

How often is this training required? *Completion of training and attestation are **required annually**.*

Is there a specific training program that must be completed? Providers serving the Medicaid and HARP populations must use one of the state approved trainings listed below to meet this annual requirement.

Medical Providers: [Think Cultural Health \(hhs.gov\)](https://www.hhs.gov)

Behavioral Health Providers (must complete one): [Think Cultural Health \(hhs.gov\)](https://www.hhs.gov) **OR** [State Cultural Competency Lessons](#)

If you have questions, please contact providerrelations@monroeplan.com.

KEEPING YOUR PRACTICE RECORDS CURRENT



We recommend that every quarter you submit and verify your practices data by submitting a current practice roster to Monroe Plan at pfmemails@monroeplan.com.

Please also verify and update your demographic information on the NPI Registry. Log into your NPI record at <https://nppes.cms.hhs.gov/#/>.

ACCESS AND AVAILABILITY STANDARDS



We follow appointment availability standards established by the New York State Department of Health. These standards, which apply to all lines of business, are used to improve patient access to routine, urgent, preventive and specialty care. We also follow 24-hour access standards to measure after-hours access. Learn more by viewing our link [Access-and-Availability-Standards_MPwebsite_TIPS_2022.pdf \(monroeplan.com\)](#).

IMPORTANT BULLETINS



Be sure to visit [Provider News & Events – Monroe Plan Communications](#) to receive previous updates and announcements that were sent to practices.

HOLIDAY FAMILIES: A HEART-WARMING MONROE PLAN TRADITION!

As a 52-year-old organization, Monroe Plan has established some of our own “family” traditions. One of our most heart-warming traditions is Holiday Families, a program to support families in need during the holidays. Each year, our community care managers nominate families in need. **This year we will be supporting 57 families!**

The care managers gather gift wish-lists, and our employees can choose to sponsor and shop for one or more of the individuals in need. Monroe Plan supports the remaining individuals along with providing a grocery gift card and a basic household need such as blankets, pillows, or towels for each family. Our care managers deliver the packages in time for the holidays. For many of the families we support, the Monroe Plan delivery is the equivalent of Santa’s sleigh. We are thankful for our employee's generosity and dedication to our members!



From Our Team to Yours...

