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A MESSAGE FROM DR. GEORGE E. MATTHEWS, CMO

THE GREAT AMERICAN SMOKEOUT
NOVEMBER 17, 2022



The American Cancer Society has designated November 17, 2022, as the Great American Smoke Out, which serves as an opportunity for people who smoke to make a plan to quit or commit to a healthy smoke-free life. Additionally, November 2022 has been designated lung cancer awareness month as well as COPD awareness month, as the 2 illnesses are intricately associated with smoking/tobacco use. The United States is home to 34 million adults who smoke. Smoking results in approximately 480,000 deaths per year or about 1 in 5 deaths.

In addition, Sixteen million Americans are living with a smoking-related illness (cancer, cardiovascular disease or COPD). The impact of secondhand smoke is particularly concerning because this exposure results in approximately 41,000 deaths among non-smoking adults and 400 deaths of infants yearly. The groups that smoke more heavily, at a higher rate and experience a disproportionate occurrence of cancer and other smoking-related diseases are those in which healthcare inequities may be most prevalent specifically, individuals of lower socioeconomic status, Native Americans, African Americans, LGBTQ communities, those in the military, and those with behavioral health conditions

Smoking cessation is HARD - reflecting the mental and physical addiction to tobacco. How can we encourage smoking cessation? First, we must realize that there is no one simple method to quit. A desire to stop smoking and a decision to quit is the foundation for the subsequent determination of a "quit day". The decision to set a firm quit date allows an individual to begin the process of understanding what is to come. Consider whether there are any activities or daily events that trigger the desire to use tobacco products. In preparation for the quit date, cutting down on the number of cigarettes smoked is helpful.

The American Cancer Society offers the 4 D's to help fight the urge of tobacco use as follows:

- ☑ **Delay for 10 minutes.** Repeat if needed.
- ☑ **Deep breathe.** Close your eyes, slowly breathe in through your nose and out through your mouth. Picture your lungs filling with fresh, clean air.
- ☑ **Drink water slowly,** sip by sip.
- ☑ **Do something else.** Some activities trigger cravings. Get up and move around.

The ability to successfully discontinue tobacco use is very difficult. Mark Twain is reported to have said, “Quitting smoking is easy: I’ve done it thousands of times.” The American Cancer Society and the Center for Disease Control and Prevention suggest that 8-11 attempts at quitting are necessary before successfully/permanently quitting. Although quitting smoking is challenging, if we value our friends, parents, siblings, children, and ourselves it is well worth the effort to try, try and try again to quit smoking.

For Free practice Resources to assist in smoking cessation include the following:

[SmokeOut Tools and Resources | American Cancer Society](#)

American Cancer Society 1 800-227-2345,

CDC Quit Smoking Coach 1-800-784-8669

New York State Quitline 1-866-697-8487

NOVEMBER is AMERICAN DIABETES MONTH®



It takes a network of caring providers from every discipline to support our community in the management of Diabetes. We know our Network is up to the challenge! From Mental Health providers to Podiatrists, if your patients are diagnosed with Diabetes or have risk factors for the disease, you can support your patient by ordering testing or referring out for evaluation. In the U.S., more than 37 million people have diabetes and more than 96 million have pre-diabetes. If patients complain of lethargy, gastro-intestinal issues, vision changes, or pain, a simple blood glucose or Hba1c test can be ordered to rule out the condition.

Please Ensure your patients have:

- Yearly Hba1c and Lipid Testing
- Kidney and Blood Pressure Monitoring
- Yearly Digital Retinal Exams

The Monroe Plan team can help! We have resources to support staff or patient education, help your practice understand how to implement DSME, and link patients to a Nurse Case Manager. We can also easily provide your practice with a list of patients who have not had their annual testing.

To learn more, email Quality@monroeplan.com.

ACCESS AND AVAILABILITY STANDARDS



New York State routinely completes surveillance activities to evaluate compliance with the following appointment availability standards, (Medicaid Model Contract 15.2, Appointment Availability Standards): For a fact sheet visit our link [Access-and-Availability-Standards_MPwebsite_TIPS_2022.pdf \(monroeplan.com\)](#).

**MONROE PLAN IS INVESTING IN PATIENT ENGAGEMENT THAT WORKS WITH GOMO HEALTH
AVAILABLE TO PRACTICES IN JANUARY 2023**



What is GOMO Health?

- Text Messaging Platform to engage patients who have gaps in care
- Escalates Psychosocial barriers and SDOH needs to internal support team
- Encourages your patients to connect with your practice
- Influences healthy behaviors that are aligned with patient values and abilities

GOMO Focuses on Gaps in Care and Concierge Services:

- Adult and Pediatric Well visits
- Diabetes Monitoring and Education
- Immunization Reminders
- Cancer Screenings: Colorectal, Breast, and Cervical
- Prenatal and Postpartum Engagement
- Behavioral Health and Substance Use disorders
- Linkage to Case Management Services

GOMO Benefits Your Practice and Staff By:

- Helping you to know which patients need immediate follow ups
- Reducing ER visits
- Decreasing no show rates
- Increasing staff efficiency and productivity while reducing stress
- Creating a support system

GOMO Health texting will be offered at no cost to your practice. To learn more, email Quality@monroeplan.com.

CULTURAL COMPETENCY TRAINING ATTESTATION DEADLINE EXTENDED

The annual deadline to complete the Health Plan's cultural competency training and submit your attestation form has been extended until **November 2022**. This training is a requirement as part of our effort to ensure equitable care for all Molina members and maintain compliance with the New York State Department of Health.

For additional information on Molina's language access services or cultural competency resources, contact Provider Services (877) 872-4716 or visit [Culturally and Linguistically Appropriate Resources / Disability Resources](#). Once you have completed the trainings, please send an attestation email to providerrelations@monroeplan.com.

Thank you for your commitment to reducing barriers to care and improving health care equity!

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



PROVIDER DATA MANAGEMENT: Keeping Your Records Straight



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>

INTRODUCING OUR NEWEST QUALITY TEAM MEMBER

Misty Briggs, LPN has joined our Clinical Quality Team as a Care Coordinator this month. Misty has over 25 years of LPN experience in a variety of clinical settings. She also brings a wealth of quality knowledge having worked as a Nurse Quality Care Coordinator for Highmark Health and supported several health plans in their HEDIS chart reviews and follow-up. In fact, Misty worked for Monroe Plan under YourCare Health in this area. As an added benefit, Misty is a long time Buffalo resident who knows the community well!



Misty will be available to assist our high-volume practices with patient engagement to close gaps in care and appointment scheduling, as well as providing select clinical interventions such as Diabetes Eye Exams. If your practice is interested in an extra hand, please reach out to Samantha Tolbert stolbert@monroeplan.com.

We welcome Misty back to the Monroe Plan Team!