

Office Operations

*Keep Patients Covered: Medicaid Renewal Changes
Access and Availability
Provider Data Management In Brief*

Clinical Resources

*Dr. Matthews, CMO –CPR Saves Lives
February is American Heart Month
National Children’s Dental Health Month*

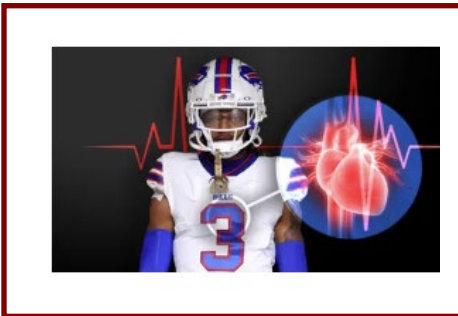
Monroe Plan News

Monroe Plan Named Top Utilization Management Service Provider

Click on any title above to jump to that article!

A MESSAGE FROM DR. GEORGE E. MATTHEWS, CMO

CPR SAVES LIVES



On January 2, 2023, during a Monday Night Football game after making what appeared to be a routine tackle, Damar Hamlin attempted to stand up and then collapsed. He had suffered a cardiac arrest. Like millions of Americans, I was stunned to see that this football player’s condition required CPR and defibrillation. Mr. Hamlin survived this event because he promptly received that appropriate initial care, CPR followed by restoration of rhythm by defibrillation. Mr. Hamlin’s chance of survival from this catastrophic event was significantly enhanced because he was in otherwise excellent physical health with no evidence of a pre-existing cardiovascular illness.

But what about the other 1000 individuals per day in the United States who experience cardiac arrest outside of a hospital setting? We know that 70% of cardiac arrests do not happen in a hospital, but rather in a home or other non-medical setting. We also know that survival of out-of-hospital cardiac arrest, even with treatment by emergency medical services, is approximately 8%. This rather small number of survivors reflects the fact that many victims of cardiac arrest have pre-existing cardiovascular conditions.

How can we improve the survival of someone who may experience out-of-hospital cardiac arrest? First and foremost, we can all learn CPR. The American Heart Association notes that Hands Only CPR “is an easy to learn skill that requires only 2 steps, call emergency services and push hard and fast in the center of the chest at a rate of 100-120 bpm”. Fortunately, classes, providing instruction in CPR and basic cardiac life support are widely available and require only an hour or two for completion. The American Heart Association provides classes on CPR and it’s a great resource for learning this life-saving technique.

An important addition to our life saving resources is the presence of AED’s, automated external defibrillators, which have been increasingly placed in public venues thereby allowing members of the public the opportunity to defibrillate (correct the abnormal rhythm) prior to the arrival of emergency services. As is evident with Damar Hamlin’s case, a prompt response to cardiac arrest provides the greatest likelihood, not only for survival, but also for returning to normal, cognitive health/brain function.

The recovery of Damar Hamlin, for which we are all thankful, serves as a very public example of the benefit of CPR and more importantly provides a call to action to learn this lifesaving technique. We can all learn CPR to be available to assist family, friends, or members of the general public at any time when an individual is suspected to be experiencing a cardiac arrest.

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February 2023 Newsletter**

To learn more or find a CPR class, click on the image below or visit cpr.heart.org.



FEBRUARY IS AMERICAN HEART MONTH



1 in 4 deaths are caused by heart disease, making it the leading cause of death for men and women in the United States. Fortunately, heart disease can often be prevented through a healthy lifestyle and correct management of health conditions. American Heart Month makes a difference through spreading awareness about strategies for preventing heart disease and encouraging people to live heart healthy lives.

Have a heart-to-heart talk with your patients about:

- ♥ High Blood Pressure* (Tip: Retake if Results are High)
- ♥ Obesity Pediatric Weight Assessment and Counseling for Nutrition and Physical Activity*
- ♥ Blood Cholesterol
- ♥ Smoking Cessation
- ♥ Activity
- ♥ Mental Health Support

**HEDIS Quality Measures*

Learn how Monroe Plan's Quality Team can assist your practice in addressing the health and wellness of your patients. Contact Monroe Plan for Medical Care's Quality Team at Quality@monroeplan.com.

FEBRUARY IS NATIONAL CHILDREN'S DENTAL HEALTH MONTH



DENTAL HEALTH MONTH CONT'D

Don't forget to remind parents of children, newborn to age 21, of the importance of dental health to overall health and wellbeing. Tips to share on how to have a healthy smile:

- ☑ Brush 2x a day for 2-3 minutes
- ☑ Floss between your teeth daily
- ☑ Snack on healthy foods like fruits, vegetables, and whole grains
- ☑ Drink plenty of water, limit soda and other sugary drinks
- ☑ Visit the Dentist 2x a year for a checkup and cleaning starting in the first year of life

There's a New Metric in Town!

In 2023, a Dental: OED Quality Metric, which requires the completion of a comprehensive or periodic oral evaluation by a dental provider by ALL children 0-21 years of age, has been added.

Please ensure you are referring your patients to dental providers with every interaction.

For a list of local dentists who participate in Molina HealthCare of NY, please reach out to Quality@monroeplan.com.

HELP ENSURE YOUR PATIENTS STAY COVERED

Medicaid Renewals Resume Regular Rules April 1



Beginning April 1, 2023, NYS Medicaid Eligibility Renewals will resume regular, pre-Public Health Emergency (PHE) rules.

If a patient was eligible for Medicaid prior to the PHE, the patient's renewal date will align with the pre-established renewal date

If a patient became Medicaid eligible during the PHE, the renewal date will be the same month as the month the patient enrolled

Please encourage all patients on Medicaid, EP, or CHP to update their demographic information with the NY State of Health or their local DSS office.

If a patient enrolled in Medicaid, EP or CHP through the NY State of Health, the patient should double-check that the NY State of Health has the patient's current mailing address, phone number, and email address. To update information, patients should:

- Call NY State of Health at 1-855-355-5777 (TTY: 1-800-662-1220)
 - Log into your account at nystateofhealth.ny.gov, or
- Sign up to receive text alerts from NY State of Health by texting **START** to 1-866-988-0327

For more information & practice resources, including social media or web promotions, please visit [NY State of Health](http://nystateofhealth.ny.gov).

If your patient receives a renewal letter or loses their coverage and does not know what to do, please reach out to Quality@monroeplan.com for a list of facilitated enrollers who can assist patients with renewals.

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February 2023 Newsletter**

ACCESS AND AVAILABILITY STANDARDS



Medicaid providers must 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. Medicaid providers must also follow 24-hour access standards to measure after-hours access. Learn more by viewing Monroe Plan’s [Access and Availability Tip Sheet](#).

PROVIDER DATA MANAGEMENT IN BRIEF

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>You may obtain these forms on our website, click here: Provider Resources & Forms – Monroe Plan for Medical Care</p>
<p>Provider Roster Updates</p>	<p>To ensure accurate and current practice data is captured, please send updated provider practice rosters to 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 Provider Enrollment Page, select your provider type, print/review the instructions, and complete the enrollment form.</p>

Monroe Plan Named a Top Utilization Management Provider in 2022



We are pleased to share that HealthCare Business Review Magazine recently named Monroe Plan for Medical Care a top Utilization Management Solutions Provider for 2022.

The recognition was announced in a feature article in a recent edition of HealthCare Business Review! Monroe Plan’s robust, NCQA accredited Utilization Management Program was recognized for consistently using national, best-practice, evidence-based criteria to review services and as a result, improving the quality of care and controlling costs for customers. Click [here](#) to read the full article!

Interested in learning more about Monroe Plan’s full suite of population health services? Visit mpcaresolutions.com or call 1.800.281.4080.