



February 2021

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Message from the Medical Directors' Corner

We are a month into the New Year, and at Children's Community Health Plan we are grateful for all of the new providers who have joined our network in 2021, as well as those who have remained with us for years! Never has it been more important for our members to have a high-quality health care team supporting them, and that is certainly a benefit of being a CCHP member!

Our goal at CCHP is to ensure our providers have the resources and information needed to take excellent care of our members. One tool we utilize to do this is the Provider Notes newsletter where we share information relevant to those on the front lines of patient care. Provider Notes highlights programs that CCHP offers to improve the health of your patients, such as case management programs, health management apps and technology offerings, and initiatives to address social determinates of health, just to name a few. In addition, Provider Notes offers updates on prior authorizations, billing and coding, and other coverage changes.

A provider group that CCHP is especially thankful for is the members of our Credentialing and Medical Advisory Committees. These committees are comprised of providers from within our network representing a wide variety of practice types and locations.



The Credentialing Committee provides oversight for the providers admitted to our network, ensuring they meet the highest benchmarks and standards. The Medical Advisory Committee provides input on policies and procedures, quality initiatives, and serves as the voice of our provider network for a variety of decisions made at CCHP. Both committees meet on the third Thursday of the month for 45 minutes. If you are interested in learning more about these committees or potentially joining, please reach out to our Chief Medical Officer Jim Slawson by jslawson@chw.org.

We encourage you to read through this quarterly publication, and if you have any comments or suggestions, you will be able to voice them soon! Please be on the look out for an upcoming Provider Notes Survey. We'd like to get your feedback on how we can make our newsletter even better. If you have any questions in the meantime, please e-mail them to cchp_providernews@chw.org.

Thank you again for all that you do for our members. We look forward to our continued partnership this year and into the future!

Sincerely,

Jim Slawson, MD

Kelly Hodges, MD

Chief Medical Officer
Children's Community Health Plan

Medical Director
Children's Community Health Plan

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Freespira is Now Available to You and Your Patients

CCHP is excited to announce a new partnership with [Freespira, Inc.](#), the only FDA-Cleared digital therapeutic that can eliminate panic attacks and post-traumatic stress disorder (PTSD) symptoms in only 28 days. Freespira is now available to all of CCHP's adult and adolescent* members that are 13 years or older, including Medicaid patients, making it the first health plan to offer this novel digital treatment in Wisconsin.

Freespira is an innovative option for providers to add to their mental health toolkit for patients who suffer from panic attacks and PTSD. It's been proven to be effective at alleviating symptoms as well as proven to reduce overall healthcare costs. It is a win-win as the best way to improve the medical and social well-being of your patients and their communities.



freespira

FREE YOUR PATIENTS FROM PANIC ATTACKS AND PTSD SYMPTOMS IN 28 DAYS

Freespira® is the only FDA-cleared digital therapeutic proven to significantly reduce or eliminate panic attacks and PTSD symptoms in adults and adolescents.*

[CONTACT US TO LEARN MORE](#)

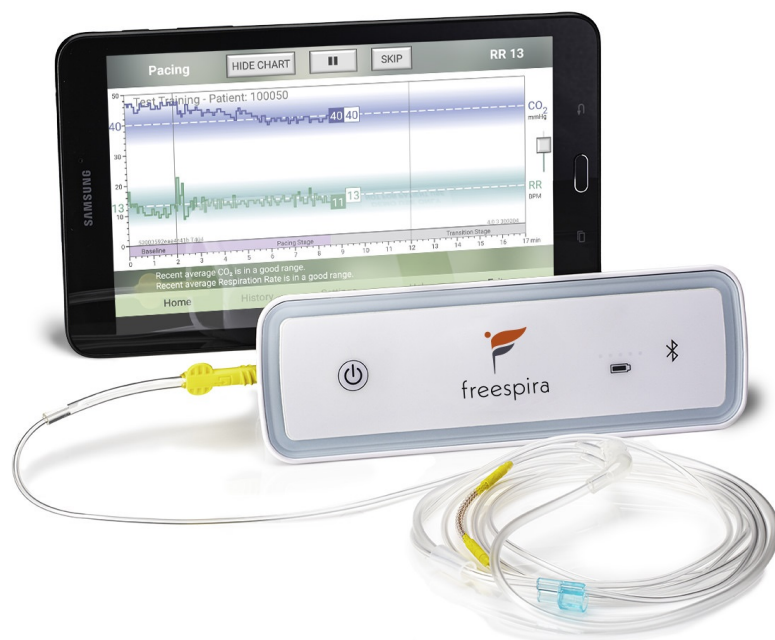
833.781.5509 | cs@freespira.com

*Freespira is indicated (FDA-cleared) as an adjunctive treatment of symptoms associated with panic disorder, panic attacks and/or PTSD in patients 18 and older. In younger patients Freespira has been evaluated and is being made available as permitted by FDA's COVID-19 Enforcement Discretion Guidance.

This breakthrough treatment addresses key physiological factors that cause panic attacks and PTSD symptoms, in a new medication-free way. The clinical evidence is compelling—**86%**¹ of Freespira users were panic attack-free **immediately** after

treatment and **82%**² had significant PTSD symptom reduction at 6 months, which can include flashbacks and avoidance behaviors. To learn more about Freespira clinical outcomes and patient success, please [download](#) the white paper: ***It's Not "All in Your Head"*** A physiological approach to treating panic attacks and PTSD.

Freespira is extremely efficient: it takes just 4 weeks to complete, each twice-daily session only lasts 17 minutes, and the portable system can be used anywhere—your patient can focus on their breathing. Users receive real-time physiological feedback and guidance that teaches them to normalize respiration rate and exhaled carbon dioxide levels. The daily practice solidifies the necessary self-management skills so patients can benefit long after the treatment is complete.



Freespira is especially important for adolescents: nearly 3 million children have been diagnosed with a serious emotional or behavioral health condition during the pandemic according to the [Centers for Disease Control and Prevention](#) (CDC). Roughly **6%** of children ages 6 through 17 live with serious emotional or behavioral challenges, including severe anxiety, and trauma-related mental health conditions like PTSD, according to the CDC data.

As a CCHP provider, Freespira is immediately available to help you improve the lives of your patients with panic attacks and PTSD in 28 days. To learn more about Freespira for your practice or provider group, please [contact us](#) or call at 833-781-5509.

* Freespira is indicated (FDA-cleared) as an adjunctive treatment of symptoms associated with panic disorder, panic attacks and/or PTSD in patients 18 and older. In younger patients Freespira has been evaluated and is being made available as permitted by FDA's COVID-19 Enforcement Discretion Guidance.

¹ Tolin DF, et al., Appl Psychophysiology Biofeedback. 2017; 42:51-58.

² Ostacher MJ*, Investigation of the Freespira System in the treatment of PTSD. Submitted for publication. CAPS-5 = Clinician-Administered PTSD Scale for DSM-5; *Reliable change index.

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2021 Evaluation and Management Code Changes - Z Code Use Encouraged

On January 1, 2021, the American Medical Association (AMA) and Center for Medicare & Medicaid Services (CMS) updated their descriptors and guidelines for evaluation and management (E/M) codes for office visits and outpatient services. The changes impact how providers select appropriate codes based on the amount of time spent on an encounter or the complexity of medical decision making (MDM).

An innovative component of these changes is the inclusion of social determinates of health as a factor for determining complexity of MDM. The AMA identifies "diagnosis or treatment significantly limited by social determinates of health" as an example of what may contribute to a "[moderate risk](#)" level of MDM.

This is good news for providers who are addressing and documenting these social challenges with their patients, since the new guidelines allow that effort to contribute to the reimbursement algorithm. CCHP strongly encourages providers to include [Z codes](#) to capture social determinates of health issues which your patients may be facing, so we can help provide support and [additional resources](#) when needed.

CCHP recognizes that these recent changes are a significant modification from what providers have been accustomed to for the past several decades. We encourage you to visit the [AMA website](#) which houses information to help providers navigate the

implementation of these E/M revisions.

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ForwardHealth Update: Resident Substance Use Disorder Treatment Coverage

ForwardHealth is now authorizing **Resident Substance Use Disorder (RSUD)** treatment for all Medicaid members as of **Feb. 1, 2021**. *All treatments are authorized and paid for directly by Wisconsin Medicaid under Fee-For-Service.*

If you would like to treat a CCHP member for RSUD, you must notify CCHP within 48 hours of a Medicaid member admission.

ForwardHealth requires each provider to send notification to CCHP. To notify CCHP, fax a signed release of information which includes specific consent for release of substance use treatment, and notification to **Michael O'Leary, MS, Manager, UM/CM Behavioral Health**, by **fax at 414-266-4726**.

If you have any questions, please feel free to visit the [ForwardHealth Update](#), or email Michael O'Leary at mo'leary@chw.org.

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Clinical Documentation Improvement for Risk Adjustment and Beyond

Even small changes to clinical documentation can lead to more accurate coding of patient diagnoses. Medical coders rely on providers to paint a clear picture

of a patient's full health profile. There are five main ways you as a provider can improve your encounter notes to assist coders in assigning all applicable diagnosis codes. Please review them below:

1. **Link conditions.** Use phrases like "due to," "caused by," or "resulting in"
2. **Limit** the phrase "history of" to resolved conditions, which are no longer actively being treated
3. **Be definitive.** Do not use uncertain diagnosis phrases like "consistent with," "concerning for," or "suggestive of"
4. **Be specific.** Identify the current status of the illness as acute, recurrent, chronic, or acute on chronic. Document the site and laterality of the condition. Include the underlying etiology/cause of a condition. Classify the stage/severity of the condition
5. **Highlight** all factors, social or otherwise, which may affect the patient's care, treatment, or management

Overall, documentation should be clear, concise, consistent and complete. Incorporating these proven methods into your documentation regimen will not only pave the path to precise coding, but also enhance coordination of care between primary and specialty providers.

Want more information?

CCHP will be educating providers about risk adjustment on a continual basis. Please be on the lookout for more information. If you have any questions contact **Cortney Murray** by email at CAMurray@chw.org.

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Reminder: Referrals to Case Management

Case management services are available to help members navigate the health system and identify gaps in care they may have. Our Case Managers provide education on the member's diagnosis and medications, including helping members work with providers to review and reconcile medications. Case Managers can help identify and obtain needed DME, services and supports for the member, including connections to community resources to address social

determinants of health.

To make a **referral for case management** please complete one of our Referral forms below and fax it to 414-266-1715 or call 414-266-3173.

- [BadgerCare Plus](#)
- [Together with CCHP](#)

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Interpreter Services Options

Telephonic interpreter services are provided to CCHP members through **Cyracom** and **Pacific Interpreters**.

- **Cyracom** can be accessed using the phone number and access code below:
 - **Phone Number:** 1-833-742-4082 or x63009
 - **Access Code:** 7587
- **Pacific Interpreters** can be accessed using the phone number and access code below:
 - **Phone Number:** 1-800-264-1552
 - **Access code:** 841648

In-person interpreter services are provided by **Language Source** and can be accessed using the information below:

- **Phone:** 414-607-8766
- **Fax:** 414-607-8767
- **Pager:** 414-201-0014
- **Email:** schedule@langsource.com

Please call a **CCHP Provider Relations Representative** if you need assistance requesting these services at **1-844-229-2775**.

[Learn more](#) about Interpreter Services on our website.

Provider Portal Reminder

CCHP went live with our new Provider Portal in August 2020. This new, modern portal replaced the Legacy Portal. The 2020 Portal features many upgrades that have been implemented as a direct result of feedback we received from Portal users.

As a reminder, the 2020 Portal offers:

- Multiple account setup options that are not available in the current portal
- Simplified submissions for less administrative burden
- New claim appeal submission option

If you have not registered for the 2020 Portal, please do so now. You will not be able to access the Legacy Portal as of Thursday, Dec. 31, 2020.

Prior to registering in the 2020 Portal, please review the Registration User Guide and review enhanced account setup options to pick the account setup that best fits your organization's needs and role assignments.

Again, new accounts should have been established by **Thursday, Dec. 31, 2020**.

We highly encourage administrators to watch the [webinar](#) on our site, and visit our [Webinar Resources](#) page to download the slides.

Please note: Site Administrators are responsible for managing their organization's Portal users for tasks such as approving new users and controlling access. The first Individual user to register for an organization will automatically become the organization's Site Administrator. You must select the checkbox agreeing to be the Organization's initial Site Administrator in order to proceed.

Although we think you will find the 2020 Portal intuitive, we are providing

resources to guide your transition. Refer to the [Provider Education](#) section on our website for resources including:

- [Webinar information](#)
- [Registration User Guide](#)
- [Provider Portal User Guide](#)
- [FAQs](#)
- Easy-to-read account set up options and recommendations

You can contact our Provider Relations department at CCHPProviderRelations@childrenswi.org if you have questions.

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Important Reminders

Review CCHP's Telehealth Policy & COVID-19 Updates

CCHP is working hard to stay up-to-date with the latest Telehealth and COVID-19 information for our providers. Remember to review our designated [Telehealth and COVID-19 web page](#) for important information and updates. You may also reference our [Telehealth Billing Guide](#).

CCHP Contact Reminders

To better assist our Providers please use the following contact information and resources regarding any questions you may have:

- **Provider Relations:** Please contact customer service first for assistance.
 - CCHP Badger Care Plus (800) 482-8010
- **Provider Contracting:**
 - New providers: Complete [Letter of Interest form](#) which can also be found on our website

- Together with CCHP (844) 202-0117
- CCHPPProviderRelations@childrenswi.org
- **Provider Demographic Updates:**
Complete the appropriate form and email to the address below
 - [CCHP Badger Care Plus](#) form
 - [Together with CCHP](#) form
 - CCHP-ProviderUpdates@chw.org
 - CCHP-Contracting@chw.org
- **Provider Credentialing:**
 - CCHP-Credentialing@chw.org
- **Clinical Services:**
 - CCHP-ClinicalServices@chw.org
- **Provider Portal Registration:**
 - 414-266-4522
- **2020 Provider Claims/Appeal portal questions:**
 - CCHPPProviderRelations@childrenswi.org
- **Member Advocates:**
 - CCHPAdvocates@chw.org

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