

Provider Perspective



Inside this issue...

Updated Clinical Practice and Preventive Health Guidelines.

Provider Connection Webinars

Contacting Utilization Management

SDOH and Continuity and Coordination of Care

And more...

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SANFORD
HEALTH PLAN

Prevention Connection: Opioid Safety

Sanford Health Plan supports clinical practice guidelines that encourage physicians to use the prescription drug monitoring program (PDMP) that tracks controlled substance prescriptions. The PDMP can help identify members who may be misusing prescription drugs and be at risk for overdose. Two-hundred forty-nine million prescriptions for opioids were written by health care providers in 2013, enough prescriptions for every American adult to have a bottle of pills.

By using the PDMP, providers can improve the way opioids are prescribed and reduce the number of members who misuse, abuse or overdose from them, while making sure members have access to safe, effective pain management. Sanford Health Plan case managers can also help members find a primary care physician, and if appropriate, obtain appointments at pain management clinics.

Physicians can access prescription data such as medications dispensed and doses. Prescription drug monitoring programs improve patient safety and member coordination of care by allowing clinicians to:

- Identify members who are obtaining opioids from multiple providers
- Collaborate with other medical or behavioral health providers managing the member
- Use caution with any dosage and calculate the total amount of opioids prescribed per day
- Identify members who are being prescribed other substances that may increase risk of opioids

- If opioid use disorder is a concern, discuss safety concerns and treatment options

Use the PDMP to improve patient safety.

- Check the PDMP -Fact Sheet
- Do not dismiss members from care
- Calculate the total daily dose of opioids for safer dosage
- If members are receiving high total opioid dosages,
 - o Consider collaborating with the member to taper opioids for chronic pain to a safer dosage
 - o Consider offering naloxone
- If members are taking benzodiazepines with opioids
 - o Communicate with other providers managing the member
 - o Weigh member goals, needs and risks
- If considering opioid use disorder, discuss safety concerns and treatment options

Checking the PDMP is a key step in safer prescribing of these drugs. You can access your state's PDMP by using this link. <https://www.pdmpassist.org/content/state-pdmp-websites>

For provider training on using PDMP, use this link: <https://www.cdc.gov/drugoverdose/training/pdmp/index.html>

- Resource-Centers for Disease Control and Prevention, <https://www.cdc.gov/opioids/providers/pdmps.html>

Urgent Care for Non-emergencies

Often we see members visit emergency rooms for non-life-threatening situations, even though they usually pay more and wait longer. But why? Because they often don't know where else to go.

As their provider you can give your patients other, often times better, options. Consider providing them with same-day appointments when it's an urgent problem. And when your office is closed, consider directing them to a participating urgent care center rather than the emergency room, when appropriate.

Severe and Persistent Mental Illness

Severe and Persistent Mental Illness (SPMI) is a term used to describe the complex symptoms of a mental illness that require ongoing treatment and management. Although symptoms may come and go, having a Severe and Persistent Mental Illness requires persistent and intense therapeutic support, especially when a person with SPMI experiences a stressful event in their life.

Some of the more severe cases include when members have difficulty caring for themselves, are restricted in daily living, and have an overall disposition that is not often socially acceptable, especially when it comes to maintaining relationships or having interpersonal interactions. Members with SPMI also have difficulty concentrating, regularly fail to complete projects in a timely manner, and typically require assistance in setting a structured schedule.

Sometimes medication may control certain primary expressions of a mental disorder, but they may not affect functional limitations imposed by the mental disorder. Often times it takes a combination of medication, psychiatric therapy and support to manage a Severe and Persistent Mental Illness.

According to NAMI:

- Annual prevalence among U.S. adults, by condition:
 - o **Major Depressive Episode: 8.4%** (21 million people)
 - o **Schizophrenia: <1%** (estimated 1.5 million people)
 - o **Bipolar Disorder: 2.8%** (estimated 7 million people)
 - o **Anxiety Disorders: 19.1%** (estimated 48 million people)
 - o **Post traumatic Stress Disorder: 3.6%** (estimated 9 million people)
 - o **Obsessive Compulsive Disorder: 1.2%** (estimated 3 million people)
 - o **Borderline Personality Disorder: 1.4%** (estimated 3.5 million people)

Severe and persistent mental illness is serious and has been steadily growing. Below are strategies for addressing potential barriers to adequate primary care in members with SPMI.

Barriers	Strategies for Improvement
Patients with a high rate of chronic disease	Screen regularly
Medication reconciliation/review	Providers always go over medications even if MA, LPN or RN has completed; improves provider communication
Medication adverse effects	Monitor medication and lab testing results
Unhealthy behaviors (eg., poor diet, lack of exercise, poor sleep)	Offer preventive care and refer to a health coach
Medical visits typically occur only for acute care instead of for chronic conditions	Encourage follow-up appointments for chronic disease and preventive care, Sanford Health Plan Care Management
Lack of coordination between mental health professionals and primary care physicians	Collaborate with behavioral health professionals
Poverty, lack of transportation, homelessness, unemployment-barriers that may affect care plan adherence	Connect members with needed social services and community resources; Sanford Health Plan Social Workers
Physician stereotypes of patients with mental illness	Treat all patients respectfully and with empathy; include patient in medical care decision making
Psychiatric symptoms	Recognize symptoms that interfere with care; understand that patients many not have control over depression, anxiety or delusions; refer to behavioral health professionals
Depression/Suicide Risk	Screen appropriately and encourage follow-up appointments for patients who have a positive result

Resource: [Mental Illness Policy Organization](#); [Dual Diagnosis](#); www.nami.org/mhstats

Clinical Practice Guidelines Adopted from **Sanford Health:**

The following guidelines were adopted by Sanford Health Plan's Physician Quality Committee.

New Guidelines:

Sanford Clinic Generalized Anxiety Disorder (GAD) (Age 12+) Guideline. Revised 08052014

Adult Streptococcal Pharyngitis: Treatment. UpToDate 04122021

Adult Acute Exacerbation of Chronic Bronchitis (AECB) Outpatient Guideline. Revised 04162014 – *Used to be in UpToDate and is now in EPIC.*

Sanford Clinic Pediatric Asthma Practice Guideline (age 0-4). Revised 12012021 – *New in EPIC*

Sanford Clinic Chronic Obstructive Pulmonary Disease: Empiric Antimicrobial Therapy for Outpatients with Acute Exacerbations. UpToDate 12212021 – *New in Pathways*

Sanford Clinic COVID-19: Initial Telephone Triage of Adult Outpatients. UpToDate 11112021

Sanford Clinic COVID-19: Anticoagulation in Adults with COVID-19. UpToDate 09162021

American Psychological Association. (2019). Clinical Practice Guideline for the Treatment of Depression Across Three Age Cohorts. <https://www.apa.org/depression-guideline> - *New from American Psychological Association*

Practice guideline update summary: Mild cognitive impairment Report of the Guideline Development, Dissemination, and Implementation Subcommittee of the American Academy of Neurology. Ronald C. Petersen, Oscar Lopez, Melissa J. Armstrong, Thomas S.D. Getchius, Mary Ganguli, David Gloss, Gary S. Gronseth, Daniel Marson, Tamara Pringsheim, Gregory S. Day, Mark Sager, James Stevens, Alexander Rae-Grant. *Neurology* Jan 2018, 90 (3) 126-135; DOI: 10.1212/WNL.0000000000004826

Preventive Health Guideline
Updates for 7/1/22

Benefit or Policy Change:

Anxiety Screening

Added Z13.39 (Encounter for screening examination for other mental health and behavioral disorders) as a reimbursable diagnosis code for 96127.

Breastfeeding Services and Supplies

Added A4283 (cap for breast pump bottle, replacement), A4285 (polycarbonate bottle for use with breast pump, replacement), and K1005 (Disposable collection and storage bag for breast milk, any size, any type, each).

Contraceptives

Added male condoms (A4267) to Contraceptive Methods code group (Pharmacy benefit only).

Depression Screening

Added Z13.39 (Encounter for screening examination for other mental health and behavioral disorders) as a reimbursable diagnosis code for 96127.

Diabetes Screening

Age lowered from 40 to 35.

Obesity Prevention for Midlife Women

Added nutrition therapy and preventive counseling codes (97802-97804, G0270-G0271, S9470, 99401-99404, 99411-99412) for ages 40-60 with a diagnosis of normal BMI (Z68.1-Z68.24). (Overweight is already covered.)

Well-Woman Visits

Added prenatal group education (99078), prenatal visits (59425, 59426, 99202-99205, 99211-99215, 99417, G0463, G2212), postpartum visits (59410, 59430, 59515, 59614, 59622), and global OB codes (59400, 59510, 59610, 59618). These need a pregnancy diagnosis code.

(Only benefit change is for 99078; All codes except 99078 are already covered at 100%.)

Social Determinants of Health and Continuity and Coordination of Care

Sanford Health Plan appreciates the care and attention you provide to our members. To help track and address social needs our members experience, we invite you to incorporate [Social Determinants of Health \(SDOH\) ICD-10 Z codes](#) on the claims you submit to Sanford Health Plan.

What are Social Determinants of Health?

Social determinants of health are defined as “the conditions in which people are born, grow, work, live, age, and the wider set of forces and systems shaping the conditions of daily life” (1). These social factors can significantly impact a member’s health and wellness.

How and Why to Use Social Determinants of Health

What does this mean for you and your staff? Each patient brings more to your office than the symptoms they present on the surface. SDOH may be impacting a patient’s willingness or ability to adhere to their recommended treatment plan, and it is vital to adopt a “whole-person” approach to care. Annually, Sanford Health Plan conducts a population health assessment and through the utilization of ICD-10 Z code data, Sanford Health Plan will be able to better understand the unique social needs of our members. Together, we can help remove barriers to quality care, connect members to available resources, and enhance the continuity and coordination of non-health, medical and behavioral health care that facilitates improved quality of life for members.

What You Can Do:

- Educate staff on the need to screen, document and code patients’ SDOH data.
- Ask patients about their SDOH needs. Patients may not know the importance of discussing non-medical issues with their provider and may need to be prompted.
- Document any SDOH by utilizing the SDOH ICD-10 Z codes listed in this document and add them to claims you submit to Sanford Health Plan.

Resources:

1. www.who.int/social_determinants/en/



Did you know...

Provider Annual Notice

Provider annual notices have now been updated and are available on the provider portal. The provider annual notice will help guide you where to find valuable information, the provider webpage contents, quality improvement, clinical practice guidelines and much more. If you would like a printed copy of the notice, please contact Provider Relations at **(800) 601-5068** or providerrelations@sanfordhealth.org.

Specialty Referrals

If you have a Sanford Health Plan member needing a specialist, and the practitioner they are requesting is unavailable, please help them by offering alternative options. In some instances, the members may need to be seen by a specialist, but that specialist is unavailable for a variety of reasons. Often, a similar specialist may offer services right in your own clinic. In those instances, we ask for your help in offering these patients the choice to see other specialists in your clinic. If your specialist is unavailable and you do not have other options available in your clinic, please refer that patient to Sanford Health Plan Customer Service Department at **(800) 752-5863** and our team can help the patient find an alternate practitioner.

Contacting Utilization Management

If you need more information on prior authorizations, please contact Sanford Health Plan's Utilization Management department at **(800) 805-7938**. They are available from 8 a.m. to 5 p.m. CST, Monday through Friday. After-hours voice messages are returned the next business day. Toll-free communication services are available, as are toll-free communication services for the deaf, hard of hearing or speech impaired members, and language help for members and providers.

Nominate other Providers

Do you know a primary care provider, specialist, therapist, counselor, psychiatrist or psychologist that would be a benefit to your patients if they were contracted with Sanford Health Plan? Did you know you can nominate them online or by calling customer service? Follow the instructions online at www3.viiad.com/shp/public/nominate_provider.asp to complete the nomination request. Sanford Health Plan will contact the nominated provider to see if they are interested in starting the credentialing process.

Follow the instructions https://www3.viiad.com/shp/public/nominate_provider.asp to complete the nomination request.

You can find the most current version of your patients' Formularies online.



Provider Portal Password Issues?

Every 90 days your Sanford Health Plan Provider Portal password will expire. Prior to the expiration you will receive an email reminder for the Sanford TSC (Technical Service Center). This email is sent to the email address you used to sign up for the Provider Portal. Within this email a link will be provided to change your password, or you can change your password while working within the Provider Portal prior to the actual expiration date. For instructions on how to change your password within the Provider Portal, log in and view the Password Reset tutorial listed under the Quick Links.

Didn't get the email? Check your Junk Mail – sometimes these types of email are caught by SPAM filters set up for your security teams.

Still having log in problems?


Our Sanford Technology Support Center is available via phone at **(877)949-5678**. You will need to know your PIN number that was provided in the **Username/Password** access emails.

Can't remember or find your PIN?

Call Provider Relations at **(800) 601-5086** and follow the prompts. A Provider Relations Specialist will be able pull the PIN for you and then transfer you to the Sanford Technology Support Center.



Provider Connection Webinars



You asked, we listened! Plan to be a part of our new quarterly events. Provider Connection events are designed to provide insights and answers to current questions or concerns brought to our team. These events will also connect you with the resources and people at Sanford Health Plan Provider Relations that are your partners to ensure success as you provide care for our members.

Our past presentations and summaries, including our most recent event from June 17th, are posted to our provider pages and can be found [HERE](#).

Save the dates for the 2022 Provider Connection webinars listed below.

- September 16, 2022
- December 16, 2022

All meetings will take place at 10 a.m. CST. Register [HERE](#).

Contact Us

CONTACT FOR: Member eligibility & benefits, member claim status, provider directory, complaints, appeals, report member discrepancy information

 memberservices@sanfordhealth.org

Customer Service

Monday-Friday, 7:30 a.m. to 5 p.m. CST | (800) 752-5863

NDPERS Customer Service

Monday-Friday, 8 a.m. to 5:30 p.m. CST | (800) 499-3416

Northern Plains Insurance Pool (NPIP) Customer Service

Monday-Friday, 7:30 a.m. to 5 p.m. CST | (877) 225-4930

MHN (Three Affiliated Tribes)

Monday-Friday, 7:30 a.m. to 5 p.m. CST | (877) 701-0792

CONTACT FOR: Preauthorization/precertification of prescriptions or formulary questions

 pharmacyservices@sanfordhealth.org

Pharmacy (855) 305-5062

NDPERS Pharmacy (877) 658-9194

CONTACT FOR: Preauthorization/precertification for medical services

 um@sanfordhealth.org

Utilization Management (800) 805-7938

NDPERS Utilization Management (888) 315-0885

CONTACT FOR: Assistance with fee schedule inquiries, check adjustments and reconciling a negative balance, request explanation of payment (EOP), claim reconsideration requests, W-9 form, change/updating information, provider education

 providerrelations@sanfordhealth.org

Provider Relations (800) 601-5086

CONTACT FOR: Requests to join the network and contract-related questions and fee schedule negotiation

 sanfordhealthplanprovidercontracting@sanfordhealth.org

Provider Contracting (855) 263-3544

Hearing or speech impaired TTY | TDD 711

CONTACT FOR: Align powered by Sanford Health Plan Medicare Advantage PPO

Customer Service (888) 278-6485 | TTY: (888) 279-1549

Utilization Management (800) 805-7938

Pharmacy Dept (844) 642-9090

CONTACT FOR: Great Plans Medicare Advantage (ISNP)

Customer Service (844) 637-4760 | TTY: (888) 279-1549

Utilization Management (800) 805-7938

Pharmacy Dept (855) 800-8872