



2021 Provider Newsletter Q4

For our trusted providers, your patients get more with SilverSummit Healthplan.

NEW VALUE-ADDED BENEFITS

- No referrals required for specialty care (go to a specialist without having to see your PCP first!)
- Moms choose a car seat, baby shower in a box (includes a newborn essential kit) or SafeSleep cribette kit.*
- New Moms choose manicure, pedicure or 30-minute massage.*
- Same day mental health appointments.
- Free tutoring for your kids.*
- Free rides to medical, dental, vision & other appointments.
- Local staff to help you get housing, food, rides and more.

While the COVID-19 pandemic continues to slow and shift operations for many providers, it's more crucial than ever to improve health outcomes for our members.

Five Core Measures to Keep in Mind to Improve Patient Outcomes

- 1** Continue to focus on prevention to minimize health incidents, stress on the patient and related costs
- 2** Properly diagnose and treat conditions (whether consulting patients in-office or via telemedicine)
- 3** Identify and bridge gaps in care for all members
- 4** Monitor progress and areas of concern; keep detailed records of both
- 5** Use quality measurements and tools, like HEDIS, to evaluate services and healthcare plans

For additional information on HEDIS measures, contact Roxanne Coulter, Vice-President of Quality for SilverSummit Healthplan. She can be reached at Roxanne.Coulter@SilverSummitHealthplan.com.



Important information for our providers

Nevada Medicaid has updated the total Member REDISTRIBUTION initiative

The Division still intends to distribute an equitable number of households (25%) across all four MCO's effective January 1, 2022. However, the State is electing to randomly distribute the members in excess of 25% of households for Anthem and Health Plan of Nevada to Silver Summit Health Plan and Molina Health Care. The State has also directed that high-need Members will stay with HPN and Anthem. Those MCO's will provide that important file to the State.

What this means for you, our trusted providers, is that SilverSummit will retain our current 79,000 members and a percentage of HPN and Anthem members will move to our plan to bring us to our 160,000 equal market share. This update by the state seeks to avoid the disruption of a full "random" reassignment.

In other SilverSummit News!

- ▶ Intermountain Healthcare is now part of SSHP's network. SSHP has a large network of specialists with no referral required. We make it easy for providers! [Click here for provider network.](#)
- ▶ Members who are assigned to us from HPN or Anthem are in GOOD HANDS! Our robust provider network assures those members that they have access to the care they need.
- ▶ SilverSummit is committed to ensuring Continuity of Care remains our Number One Priority!

Here is some vital information for our providers to know:

- ▶ All MCOs must honor all prior authorizations for all Medicaid covered services for all redistributed Medicaid members.
- ▶ Prior authorizations must be honored by all managed care plans for both in and out of network providers.
- ▶ Transition of Care procedures have been established between all the managed care plans to ensure the continuity of care for our new members.

Six reasons

HPN and Anthem Members should stay with SilverSummit:

- 1.** No referrals for specialty care. HPN members no longer have long waits to see a specialist.
- 2.** NO prior authorizations for most specialists.
- 3.** Large network of Behavioral Health Providers.
- 4.** Large, robust network of specialists.
- 5.** Local care coordinators.
- 6.** Local support with CHW's and Community Solutions Department staff.

What is Consumer Assessment of Healthcare Providers and Systems (CAHPS)?

It is a standard survey of patients developed by the National Committee for Quality Assurance (NCQA) to determine patient satisfaction with their healthcare. This provides the patients' perspective of the healthcare they have received. It includes the accessibility to medical services, physician, specialists and communication skills of the physician.

SilverSummit participates in CAHPS satisfaction surveys annually for both the adult and child membership served. The survey results provide data that allows SilverSummit the opportunity to identify strengths and where opportunities exist for improvement with regard to the health care the SilverSummit members receive from network physicians and specialists, including behavioral health.

What does the CAHPS Survey ask patients about Physician Communication?

The CAHPS survey focuses on four questions that are listed below. In the last six months:

- How often did your personal doctor explain things in a way that is easy to understand?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor show respect for what you had to say?
- How often did your personal doctor spend enough time with you?

What are the benefits to effective physician communication to our members?

- Physician satisfaction
- Patient/member satisfaction
- Adherence to medical advice
- Diagnostic accuracy
- Improved health outcomes
- Malpractice reduction

Shared decision making is an area of the patient satisfaction survey that focuses on the following questions:

- Doctor/health provider talked about reasons why you might want to take a medication
- Doctor/health provider talked about reasons why you might not want to take a medication
- Doctor/health provider asked you what you thought was the best for you when starting/stopping a prescription medication



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Provider Information: CAHPS, con't

Coordination of care is another area of the patient satisfaction survey that focuses on one question:

- In the last six months, how often did your personal doctor seem informed and up-to-date about the care you got from health providers besides your personal doctor or other health providers?

Health promotion and education is an area evaluated for patient satisfaction with the following question:

- In the last six months, did your doctor or health provider talk about specific things you could do to prevent illness for yourself?

What can a physician do to improve communication to our members?

- ALERT is a model that is intended to help physicians to improve CAHPS questions and scores.

Always:

- Listen to member/patient carefully
- Explain in an understandable way
- Respect what the member/patient says
- Time management perception

Ways to improve scores on listening carefully to the member/patient and also to improve the perception of time spent by the physician with them:

- Maintain eye contact when member/patient is talking
- Sit down, lean in, keep open and receptive body language
- Use reflective statements, paraphrases/summaries – (“what I hear you say is ...” or “let me make sure I understand ...”)
- Avoid interrupting the member/patient, multitasking, and unnecessary interruptions if possible

Ways to improve the member/patient perception about their care being thorough and appropriate:

- Explain why tests, treatments, medications or referrals are necessary
- Use simple, easy to understand wording
- Speak in a slow and clear manner and at a volume level that member/patient can understand
- Do not use medical jargon or abbreviations
- Share goals for treatment and tell member/patient what to expect in their recovery
- Explore specific barriers to their compliance with treatment, medications and follow up
- Provide patients with resources like hand-outs, brochures, diagrams, and other material to help them understand
- Check to see if they understand and are in agreement
- Ask if they have additional questions or if they need any clarification

Ways to demonstrate respect for the member/patient and what he/she has to say:

- Ask for his/her input about illness or care
- Ask about how the issue or illness is impacting daily life
- Allow them to work in collaboration with you to find a resolution or treatment plan that is agreeable to both the member/patient and the provider



Sources Cited:

Hardee, J. T., & Kasper, I. K. (2008). A Clinical Communication Strategy to Enhance Effectiveness and CAHPS Scores: The Alert Model. *The Permanente Journal*, 12(3), 70-74.

Virginia Premier Health Plan, Inc. (n.d.). Consumer Assessment of Healthcare Providers and Systems. Retrieved September 5, 2014, from Virginia Premier Health Plan, Inc.: www.virginiapremier.com/wp-content/uploads/7-CAHPS-PROVIDER-HANDOUT.pdf