

# Provider Newsletter

March 2023

Medicaid Renewals  
**INFORMATION**

CLOSING GAPS IN  
Chronic Disease  
Management

SilverSummit  
**RESOURCES**



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# Resources for Closing Gaps in Care



## 2023 Provider Newsletter

Welcome back to Connected in Care from SilverSummit Healthplan, our newsletter developed specifically for providers with a focus on helping get the right care, in the right place, at the right time. Even as the prevalence of COVID-19 diminishes, we can still feel the effects of the pandemic on the healthcare system and on our world around us. Although we are slowly returning to a state of normalcy, there is still work to be done in assisting others to gain access to care.

In this issue, we will discuss the ways in which SilverSummit Healthplan, providers, care managers, and other healthcare professionals are working to close the care gaps in our system and provide better outcomes for everyone. We'll also be looking at the importance of health equity in relation to HEDIS and the essential support that the Start Smart for Your Baby® program offers new and existing parents.

Without your continued dedication, many would struggle to get the support they need. And for that, we thank you. We hope these resources help to continue closing the gaps in healthcare, and to better serve you in the fantastic work being done for our members.

*Together, we are all connected in care.*

## SilverSummit offers Providers and their Patients Important Resources



### Project Accelerate

SilverSummit Chief Medical Officer Steven Evans, MD, launched a life-saving program called Project Accelerate. The journey from diagnosis to life-saving treatment is sped up by this program. Within two days after breast cancer discovery, Project Accelerate's facilitated processes including diagnostic mammography or ultrasounds, prompt results, transmission of results and findings back to SilverSummit Healthplan, and finally an appointment with a surgeon within three to five days. The project that has been proven to save the lives of women diagnosed with breast cancer.

#### To learn more:

<https://www.silversummithealthplan.com/content/dam/centene/Nevada/Notifications/2023Notifications/ProjectAccelerateNotificationtoProviders.pdf>



### Project Guardian

SilverSummit HealthPlan is offering your patients a unique opportunity to participate in a free pilot called Guardian Remote Patient Monitoring. This program is available to patients that have been discharged from the hospital recently with a chronic condition and/or have at least 3 of the following conditions: Atrial Fibrillation, CHF, COPD, Diabetes, and Hypertension.

#### To learn more:

<https://www.silversummithealthplan.com/content/dam/centene/Nevada/Notifications/2023Notifications/ProjectGuardianRemotePatientMonitoring.pdf>

### DHCFP Trainings

The Division of Health Care Financing and Policy (DHCFP) and the Nevada Medicaid Provider Training team would like to remind all providers, delegates, and staff that several provider training sessions are offered each month.

#### To learn more:

<https://www.silversummithealthplan.com/content/dam/centene/Nevada/Notifications/2023Notifications/DHCFPFebruarytrainings.pdf>



## SilverSummit offers Providers and their Patients Important Resources



### Claims Quick Reference Guide

A one-page reference guide to these typical requests will help you navigate the claims, reconsideration, and appeals processes for SilverSummit Healthplan.

#### Click for the Guide:

<https://www.silversummithealthplan.com/content/dam/centene/Nevada/Notifications/2023Notifications/QuickReferenceGuideforClaimsReconsideration-andAppeals.pdf>

### Learn More about Payspan:

SilverSummit Healthplan is pleased to partner with PaySpan Health to provide an innovative web based solution for Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs). This service is provided at no cost to providers and allows online enrollment.

#### To learn more:

<https://www.silversummithealthplan.com/providers/resources/electronic-transactions/payspan---eft-era.html>



## Important information regarding your patients' Medicaid renewals is coming up fast



In March 2020, a temporary hold was put in place to halt Medicaid insurance renewals. **That has now ended and renewals begin April 1, 2023.**

To keep your patients covered please remind them to prepare for renewals by:

- 1** Update their contact information. **Make sure their mailing address, phone number, and email are up to date.**
- 2** To check the mail. **A letter will be mailed out to each member about their Medicaid coverage. This letter will let them know if they need to complete a renewal form** and to see if they still qualify for Medicaid coverage.
- 3** Complete the renewal form immediately. **Fill out form and return right away to avoid a gaps Medicaid coverage.**
- 4** If they need help or have questions? **Call 1-(844) 366-2880.**

Many Medicaid beneficiaries are unaware of the State's changes in renewals and this could have an impact on themselves or family members. SilverSummit is taking proactive steps to ensure their coverage is maintained by a rigorous plan that includes calls, texts, and emails and it is important to tell the member to be patient, as we are trying to keep them informed.

If they no longer qualify for Medicaid? Please refer them to our affordable health insurance with Ambetter by SilverSummit. Explore Coverage Options <https://ambetter.silversummithealthplan.com/#/>



# Start Smart for Your Baby<sup>®</sup> Offers Crucial Support, Results in Better Outcomes







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*A healthy pregnancy that results in a healthy, full-term baby is the gold standard for OB-GYNs. Start Smart for Your Baby<sup>®</sup> provides a wide array of benefits to members, with additional interventions available to high-risk patients. Services range from assistance with basic needs like transportation, lodging, and food, to a rewards program that encourages preventive care visits and information about pregnancy and newborn care. There's also a robust focus on mental health both before and after delivery.*

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The process of connecting a patient with these services begins with their OB-GYN sending a Notification of Pregnancy (NOP) to SilverSummit Healthplan. All NOPs are carefully evaluated for risk factors, and members are referred to the Start Smart for Your Baby program. From there, a care manager reaches out to begin the process of supporting the pregnancy. Jessica Imming, Senior Manager, Program Management says, “We focus on empowering new and expectant parents to take care of their own health and connecting them with the support they need to do that.”

Within the program, one-on-one interventions fall into four main areas of focus:

-  **1. Care Management**  
Clinical guidance for the member throughout their pregnancy
-  **2. Care Coordination**  
Management of substance use and Social Determinants of Health (SDOH)
-  **3. Member Connections<sup>®</sup>**  
Non-clinical guidance and outreach for the member throughout their pregnancy
-  **4. Connections Plus Phone**  
Phone services for high-risk members without reliable access





# Start Smart for Your Baby<sup>®</sup> Offers Crucial Support, Results in Better Outcomes

Additional interventions include incentive programs such as the My Health Pays<sup>®</sup> rewards program, baby showers, birthday parties, a neonatal admissions program, and perinatal depression screening, all of which are aimed at encouraging preventive care that supports a healthy, full-term pregnancy. Care managers can connect members with community resources they may not be aware of. Imming says, “We’re able to bridge gaps for things like assistance with utility bills and daycare.”

Most care managers are OB-trained and can answer any and all questions a parent may have. That emotional support can be invaluable during a stressful, high-risk pregnancy. “Outside of quick OB visits, this gives the member someone they can talk to, anytime, about any questions or concerns they have,” says Imming.

After delivery, SilverSummit Healthplan members are provided with 60 days of benefits, and the program ends once Medicaid coverage ends.

Care managers work with members to either reapply for Medicaid or secure other coverage if their coverage is ending.

The Start Smart for Your Baby program provides crucial interventions that can make a huge difference in pregnancy outcomes. Imming says, “We have proven that this kind of engagement reduces preterm deliveries, low birth weights, and neonatal admissions, and helps avoid the financial and emotional stress of caring for a preterm baby.” The best way for providers to help expectant parents is to include all risk factors and accurate contact information when filling out an NOP.

**Reach out to your SilverSummit Healthplan contact to find out what services are available to your patients.**



**Jessica Imming**

*Senior Manager,  
Program Management*



# New Value-Added Benefits for your Patients in 2023!



## Individuals get a Free Gym Benefit

SilverSummit is offering the ActiveandFit program for the gym benefit. The program offers flexible gym options to meet fitness needs.

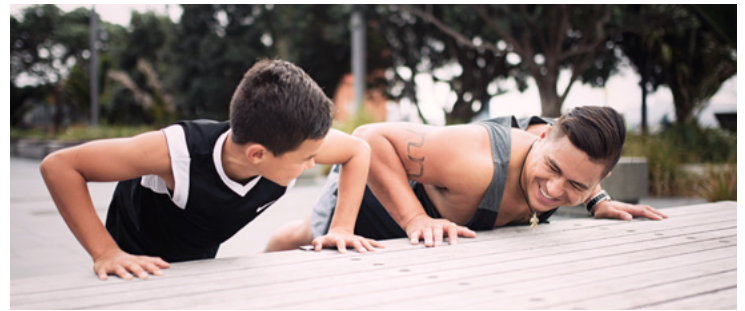
## Members Get

- Gym membership to one of the participating fitness centers
- One Home Fitness Kit per benefit year. There are 10 options to choose from.
- Workout plans to help start an exercise routine
- A variety of On-demand workout videos
- The ActiveandFit Connected!™ for tracking activity
- Online resources

## How do they get started?

New! Members must complete a general health risk screening to receive the gym benefit. They can complete general health risk screening on the member portal at [silversummithealthplan.com](https://silversummithealthplan.com). **They can also call Member Services at 1-844-366-2880 for help.**

**Active&Fit SilverSummit Customer Service toll-free at 1.877.771.2746 (TTY/TDD: 711)**



## Individual or Families get a FREE YMCA Membership! \*

Individual or Families get a FREE YMCA Membership! \*  
YMCA Family Membership: full access to fitness center, group exercise classes, access to pool, gymnasium, family events, kid's gym, youth fitness classes and much more. \*

- YMCA Youth Summer Camp
- YMCA After School Care for your Kids at select schools\*
- YMCA Teen Job Training Program\*

\* Clark County Only



## What's Happening in Your Community!



### Community Baby Shower

The Community Baby Shower is a time to celebrate new and expectant moms. The Baby Shower offers families with access to helpful resources that will give their young children a head start. The event is free and available to all residents of the area.

#### Services offered:

- Parenting advice
- Health checks
- Free baby essentials
- Light refreshments

**For more information visit our Facebook events page.**



### GEM Café

SilverSummit partnered with Puentes, in creating the GEM Café (Greet, Eat, Meet). The cafés will be held in local neighborhoods and offers resources, such as:

- Housing
- Mental Health
- Vaccines
- Vision and Dental
- Free 2-visit medical card to those in need of medical attention with providers in their area.

**For more Information visit [SilverSummithealthplan.com/events](https://www.silversummithealthplan.com/events) calendar**

*Health Equity and Social Determinants of Health (SDOH) are key strategies used by healthcare providers*

**Health Equity** is the cumulative process of addressing macro and micro injustices that impact or impede the ability of any individual to reach their best health outcome. This includes social, economic, health and other policies that impact individual autonomy. Health equity recognizes and addresses historical trauma caused by racism, sexism, bias and other injustices. Equitable healthcare works to negate the impact of structural and institutional discrimination in all its forms and to define and facilitate equitable outcomes for all persons.

**SDOH** are underlying, community-wide social, environmental, and economic conditions in which people are born, grow, live, work, and age. They impact individual needs; one example is food deserts.

Health inequities affect individual patient outcomes by creating access barriers and driving poor outcomes to healthcare. While these conditions have existed in the U.S. for a very long time, the pandemic brought renewed



attention to the impact of inequity. Death rates for minoritized and marginalized communities from COVID-19 were between 3-6 times the rates of the majority population. There are some clear steps providers can take to identify and address equitable quality health outcomes within their patient population:

**1.** Training – In addition to reaching out to SilverSummit Healthplan for specific needs, the Centene Institute offers free continuing education courses such as “Cultural Humility and Unconscious Bias in Healthcare.” There are numerous national and provider association trainings on health equity, bias, cultural competency, structural racism and social determinants of health. We encourage our network providers and their staff to become health equity literate through these widely available resources.

**2.** Partnering with the SilverSummit Healthplan provider engagement team to identify resources and community organizations that may be able to address the social needs of your patients. As a health plan, we want to help you to close the social gaps for your patients while you meet their medical needs.

**3.** Working to overcome unconscious bias in order to provide more culturally appropriate services. Look at your institutions and practices to identify opportunities to create a more inclusive environment. What does equity look like for you, your staff, your patients, and your community?

**4.** Using “teach back” methods, such as reflective listening and empathy, to understand what patients and staff need. Empathy is a learned model of reflective listening and true partnership. In what ways do your care models demonstrate empathy?





# Health Equity, SDOH, and How They Relate to HEDIS

Additionally, SilverSummit Healthplan can often help providers address health inequities through a variety of resources. Dr. Gloria Wilder MD MPH, VP, Innovation and Health Transformation Business Development, says, “There’s an opportunity for change through partnerships with providers, community organizations, and the health plan. Each group brings a different piece of the puzzle to address social needs and improve health equity. We recognize the needs of providers and their staff. You can’t pour from an empty cup. Empathy is demonstrated by efforts to reduce provider burnout while improving access to care.” Below are some examples of how partnerships have helped to advance health equity.

- Boosting patient annual wellness visits and partnerships with trusted community

organizations in marginalized and minority communities by eliminating barriers to care through provision of transportation and technology solutions.

- To improve cancer screening rates, SilverSummit Healthplan can sometimes partner with community leaders to help bridge care gaps related to cultural sensitivity issues.
- To raise immunization rates among populations that don’t have the flexibility to attend clinics during business hours due to work obligations, SilverSummit Healthplan can help bring appointments to members via mobile immunization vans and/or helping the primary care providers expand hours.

When it comes to promoting health equity and improving health outcomes, Dr. Wilder says, “Our goal is to support local, social, and health leaders to build

alliances that drive quality outcomes for all. Our health plans have strong teams in place locally and nationally, working diligently on building equitable infrastructures to support local change. We believe strong partnerships provide a tremendous opportunity for shared impact.”



**Dr. Gloria Wilder**

*MD MPH, VP, Innovation and Health Transformation Business Development*





# Closing Gaps In Chronic Disease Management Through Teladoc and Babylon

These platforms gave providers training on technology best practices and how to effectively deliver care in a virtual setting. Patterson said, “There’s a lot about virtual care that’s different in terms of understanding how to get patients to describe more specifically what they need help with when doctors can’t physically examine them in person, and how to handle things like bedside manner issues online.”

Thanks to Centene expanding telehealth services, the loss of chronic care maintenance and preventive care for those individuals wanting to stay out of care facilities has been mitigated. And now there is a full spectrum of specialists that are available virtually, not just primary care providers. If a patient needs to find a face-to-face visit, that flexibility is available as well. SilverSummit Healthplan has care managers ready to help patients, along with scheduling in-person visits to help further provide care.> But Dr. Nelson warns that not all the care gaps have been covered just yet.

“Colonoscopies declined by 88 percent during the peak of COVID-19 and are still 33 percent lower than normal at the most recent review of the data,” said Dr. Nelson. “Mammograms and Pap

smears, which fell 77 and 80 percent respectively, are still down 23 and 25 percent.”

Although these cancers are common, they can also be treatable if caught early in their development. And that, Dr. Nelson believes, is why it is crucial that healthcare providers coordinate efforts to get all age-appropriate patients screened for these cancers by their providers on schedule.

Dr. Nelson said, “Many of us are still apprehensive about visiting hospitals and clinics due to COVID-19 risks, so providers should be utilizing telehealth when appropriate as a means to engage more of their

patients on the importance of getting screenings and checkups during virtual care visits.”

**Providers can take full advantage of these services and learn more by getting in touch with SilverSummit Healthplan**



**Gale Patterson**  
*Staff Vice President of  
Provider Engagement*



# Guidelines for Providers

## Appointment Availability and Access Standards

SilverSummit Healthplan follows the availability requirements set forth by applicable regulatory and accrediting agencies. SilverSummit Healthplan monitors compliance with these standards on at least an annual basis and will use the results of appointment standards monitoring to first, ensure adequate appointment availability and second, reduce unnecessary emergency room utilization.

Primary Care	
Life-threatening Emergency Services	Immediately, 24 hours/7 days per week
PCP Medically Necessary	Within 2 calendar days
PCP Urgent Care	Same day
PCP Routine Care	Within 2 weeks  <i>The two-week standard does not apply to regularly scheduled visits to monitor a chronic medical condition if the schedule calls for visits less frequently than once every two weeks.</i>
Specialist Care	
Specialist (emergency referral)	Same day, within 24 hours of referral
Specialist (urgent referral)	Within 3 calendar days of referral
Specialist (routine referral)	Within 30 days calendar days of referral
Maternity Care	
Prenatal Care (first trimester)	Within 7 calendar days of first request
Prenatal Care (second trimester)	Within 7 calendar days of the first request
Prenatal Care (third trimester)	Within 3 calendar days of first request
High-risk Pregnancy	Within 3 calendar days of identification of high risk; immediately if emergency exists

The selected method of 24-hour coverage chosen by the member must connect the caller to someone who can render a clinical decision or reach the PCP or specialist for a clinical decision. Whenever possible, the PCP, specialty physician, or covering medical professional must return the call within 30 minutes of the initial contact. After-hours coverage must be accessible using the medical office's daytime telephone number.

SilverSummit Healthplan will monitor providers' offices After-Hour Coverage through surveys and through mystery shopper calls conducted by SilverSummit Healthplan Provider Network staff.