



2021 Provider Newsletter Q3

Talking to members about vaccines

Some members may have concerns about the effectiveness and safety of vaccines for themselves or their children. Providers can play a vital role in educating SilverSummit Healthplan members about the importance of immunizations.

A recent study showed that a child's healthcare provider is still the main source of parents' information on vaccines, but 39.9 percent also said they use the internet to access this kind of information. Children of parents who rely on the internet for information were much more likely to have a nonmedical exemption for one or more vaccines.

Low disease awareness can also lead to an increased focus on vaccine risks, according to the Centers for Disease Control and Prevention (CDC). Additionally, the vaccination schedule for young children can appear complicated to parents.

The CDC recommends that providers:

- Educate members about vaccines and the diseases they can help prevent.
- Communicate the benefits of vaccines.
- Discuss risks and side effects of vaccines.
- Provide vaccine recommendations.
- Reiterate the social norm to vaccinate.

Providers can help reinforce these messages by using clear language, personal stories and information from credible resources.

Appropriate use of antibiotics

When members are sick, they may request antibiotics. But prescribing antibiotics to members who do not need them can lead to antibiotic resistance. In addition, reactions to antibiotics cause 1 out of 5 medication-related visits to emergency rooms.

Several HEDIS measures assess whether plans are prescribing antibiotics appropriately:

- **Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis:** Guidelines recommend against the use of antibiotics to treat acute bronchitis in otherwise healthy adults.
- **Appropriate Treatment for Children with Upper Respiratory Infection:** Most upper respiratory infections in children are caused by viruses and do not require antibiotic treatment.
- **Appropriate Testing for Children with Pharyngitis:** Testing before prescribing an antibiotic ensures that children with a viral infection are not inappropriately treated.



The Division of Health Care Financing and Policy (DHCFP) is proposing the elimination of Biofeedback and Neurotherapy services for individuals with mental health diagnoses, as outlined in Medicaid Services Manual (MSM) Chapter 400 (Mental Health and Alcohol and Substance Abuse Services) Section 403.4(C) (4). The elimination is proposed in an effort to reduce current costs to the Medicaid program and to address the Governor's mandated budget cuts.

The Nevada Legislature approved the elimination of these services through the approval of the DHCFP budget during the 2021 Legislative session. Current Procedural Terminology (CPT) codes associated with these services

include 90901 (Biofeedback Training by any modality), 90875 (Neurotherapy, 30 minutes) and 90876 (Neurotherapy, 45 minutes).

Biofeedback Training will no longer be billable by provider type (PT) 14 and PT 26; Neurotherapy services will no longer be billable by any provider type.

SilverSummit Healthplan will be following the web announcement and will no longer cover these benefits for dates of service on or after 9/9/21.

If you have any questions please outreach to Provider Relations at 1-844-366-2880.



HEDIS for childhood immunizations

The National Committee for Quality Assurance recommends that children younger than 2 adhere to a set immunization schedule to reduce the risk of an outbreak of vaccine-preventable diseases.

The HEDIS measure for Childhood Immunization Status looks at the percentage of children who received the recommended number of doses of the following vaccines by their second birthdays:

- Diphtheria, tetanus and acellular pertussis (DTaP), four doses
- Polio, three doses
- Measles, mumps and rubella (MMR), one dose
- Haemophilus influenza type B, three doses
- Hepatitis B, three doses
- Chickenpox, one dose
- Pneumococcal conjugate, four doses
- Hepatitis A, one dose
- Rotavirus, two or three doses
- Influenza, two doses

Who should get a flu shot?

The flu vaccine prevented an estimated 5.3 million cases of influenza, 2.6 million flu-associated medical visits and 85,000 flu-associated hospitalizations during the 2016-2017 season in the U.S., according to the Centers for Disease Control and Prevention (CDC).

Even with those high numbers, only 37.1 percent of adults received a flu shot last flu season—6.2 percentage points less than the year before.

The CDC recommends that everyone older than 6 months get a flu vaccine every year. Children younger than 6 months and those with severe, life-threatening allergies to the vaccine should not get a flu shot.

Two HEDIS measures discuss flu vaccination:

- **Flu Vaccinations for Adults Ages 18 to 64:** Measures the percentage of adults ages 18 to 64 who received an influenza vaccination.
- **Flu Vaccinations for Adults Ages 65 and Older:** Measures the percentage of adults ages 65 and older who received an influenza vaccination.

You can learn more about flu shot guidelines at <https://www.cdc.gov/flu/prevent/vaccinations.htm>.



Supporting member health

SilverSummit Healthplan strives to provide quality healthcare to our members as measured through HEDIS quality metrics.

HEDIS (Healthcare Effectiveness Data and Information Set) is a set of standardized performance measures developed by the National Committee for Quality Assurance (NCQA) that allows direct, objective comparison of quality across health plans. NCQA develops the HEDIS measures through a committee of purchasers, consumers, health plans, healthcare providers and policymakers.

HEDIS provides a standardized method for managed care organizations to collect, calculate and report information about their performance. This allows employers, purchasers and consumers to compare plans. Health plans themselves use HEDIS results to see where to focus their improvement efforts.

SilverSummit Healthplan offers disease management programs to members with conditions such as diabetes, asthma, hypertension and HIV or AIDS. The programs can:

- Provide education about a member's condition, which can help encourage adherence to treatment plans.
- Increase coordination among the medical, social, behavioral health and educational communities.
- Ensure that referrals are made to the proper providers.
- Ensure coordinated participation from physicians and specialists.
- Identify modes of delivery for coordinated care services, such as home visits, clinic visits and phone contacts.

An integrated approach with collaboration among physical and behavioral health clinicians is used in our disease management programs. If you know a member who would benefit from disease management, call SilverSummit Healthplan at 1-844-366-2880 and choose the prompt for care management or visit our provider portal to initiate a referral.



Providers play a central role in promoting the health of our members.

To help SilverSummit Healthplan process authorization requests accurately and efficiently, please submit sufficient medical information. Submitting insufficient medical records can cause processing delays and increase the risk of denials.

You and your staff can also help facilitate HEDIS process improvement. Be sure to provide appropriate care within designated time frames, document all care in patient medical records, accurately code all claims and respond to our requests for medical records within five to seven days.

Questions? Contact SilverSummit Healthplan Provider Services at 1-844-366-2880.

The benefits of utilizing a Health Information Exchange are endless.



Electronic health records bring medicine into the 21st century.

HealthiE, Nevada's health information exchange, also called HiE is a tool that streamlines the healthcare of Nevadans.

This exchange works with providers, health care organizations, and hospitals with an electronic connection where patient-care summaries, medical images, medication information, test results,

and patient encounters are at your fingertips in real-time. Your staff will not have to wait for emails or faxes of patient information; it is available to you quickly and securely with the click of a link.

Patient care is at a higher quality when unnecessary duplicative testing is eliminated, allowing for better health outcomes and an increase in patient satisfaction and HealthiE Nevada is a private, nonprofit, community-based

HIE dedicated to connecting health care organizations by managing real-time, secure and accurate exchange of clinical information. They operate throughout the entire state and are the only open HIE available to the entire Nevada health care community.

For more information, you can visit <https://healthinevada.org/>.