

# ProviderLink

Dell Children’s Health Plan Newsletter for Providers

## Overpayment recovery notice

Beginning February 1, 2024, Dell Children’s Health Plan launched an overpayment recovery initiative to identify providers who have been overpaid and reimbursement has not been received. Provider Relations liaisons are currently calling those providers and letters are being mailed out when overpayments are identified.

If an overpayment has been identified, you will be notified by letter within 30 days and asked to submit payment within 30 days. If full payment is not received within 60 days, Dell Children’s Health Plan will move forward to recover dollars from future claim payments. Therefore, if there is an overpayment recovery on your Explanation of Benefits (paper or electronic) for future claims, it is because our records indicate we sent you two letters requesting payment and we have not received your payment within the 60-day period. Auto-recovery of future claim dollars will be implemented for that specific overpayment.

If you have been overpaid by Dell Children’s Health Plan, please make your refund check payable to Dell Children’s Health Plan and mail to the address listed below, along with the reimbursement form from your initial letter:

**Dell Children’s Health Plan**  
**PO Box 37502**  
**Oak Park, MI 48237-0502**

If we do not receive payment or a dispute within 60 days or file a dispute (60 days from the date of the first notice), we will begin the process to offset the identified overpayments against future claims, where contract terms and state law allow.

**If you would like to file a dispute, please submit your dispute to our Overpayment Recovery Team by fax to 1-586-693-4820, along with the provider dispute form from your letter. Your office may also submit a dispute on our provider portal. If you have any questions, please contact Provider Relations at 1-855-781-2343 or email [shpproviderservices@seton.org](mailto:shpproviderservices@seton.org).**



## Provider satisfaction survey results are in!

We heard you! The results from the last provider satisfaction survey are in and we are working to address topics that are important to you, like pharmacy and disease management program education. **The next provider survey will roll out in early August.**



## Medical Access Program (MAP) update

MAP is a limited benefit program for the indigent population of Travis county and is limited to select providers for a limited number of services.

**Go to [insurance.ascension.org/tx-charity](https://insurance.ascension.org/tx-charity) for forms and resources for MAP and Charity programs, including:**

- ✓ Prior authorization forms
- ✓ Non-covered and plan limitation lists
- ✓ Utilization Management prior authorization process

A quick reference for MAP and Charity programs is in development and will be available shortly.

## 12-month continuous coverage for pregnant women

Effective March 1, 2024, the Health and Human Services Commission is extending coverage for 12 months for pregnant women. Pregnant women now will get 12 months of continuous coverage.

Pregnant women should be encouraged to:

- ✓ Check [YourTexasBenefits.com](https://www.yourtexasbenefits.com) to see when their benefits will end. If the member was pregnant and lost coverage after giving birth, the number of months they are covered will depend on the baby's birth date.
- ✓ Get an annual well woman exam.

## Service Coordinator Spotlight



### Meet Liliana (Lily), a Certified Community Health Worker!

Lily is a member of the Service Coordination team at Dell Children's Health Plan. She is originally from South Texas and moved to Austin in 2013. She has a passion for helping the community as a Community Health Worker. Lily contacts members daily to welcome them to the health plan and to learn more about our members' individual needs. Lily and the rest of the Service Coordination team care deeply about connecting our members to the providers and services they need to help them lead happier, healthier lives.

### In Lily's own words:

**"After years of case management, my specific interest led me to learning what health care means to me and those around me. Health journeys can be complex to navigate. Having gone through that myself, I hope to be a beacon for all central Texans."**

## Provider portal now includes prior authorization platform

The prior authorization process is now within the provider portal to streamline prior authorization intake.

- ✓ Access the provider portal to submit or manage prior authorizations at [secure.healthx.com/Provider\\_2022](https://secure.healthx.com/Provider_2022).
- ✓ Click "Authorizations" on the top menu bar to go to the prior authorization portal.

In the prior authorization portal, you can:

- ✓ Submit a new authorization request
- ✓ View requests for your patients
- ✓ View an interactive dashboard showing the status of all new prior authorizations
- ✓ Search for an existing authorization
- ✓ Communicate directly with the Utilization Management team

Watch the training video at [site-111702.bcvportal.com/?videoid=6345067836112](https://site-111702.bcvportal.com/?videoid=6345067836112) to learn how to manage prior authorizations for medical, surgical and behavioral health inpatient and outpatient services in the portal.



The prior authorization list has been updated and is available at [DellChildrensHealthPlan.com](https://DellChildrensHealthPlan.com).

## Enhanced payment processing

We have enhanced the payment processing system. There are no changes or disruptions to the payment process from the provider perspective.

- ✓ You will see line-level interest on EOPs by claim instead of a consolidated interest amount.
- ✓ View the claim/payment data and check image (when appropriate) by searching by claim number or another reference—DOB/patient information and DOS, or check number.

## Requesting a pharmacy prior authorization

Dell Children's Health Plan has an arrangement with Navitus Health Solutions to administer pharmacy benefits for Dell Children's Health Plan CHIP and STAR members. Members may obtain their medications at any network pharmacy unless the Health and Human Services Commission (HHSC) has placed the member in the Office of Inspector General (OIG) Lock-in program.

Navitus processes pharmacy prior authorizations (PA) for Dell Children's Health Plan. The formulary, prior authorization criteria and the length of the prior authorization approval are determined by HHSC. Information regarding the formulary and the specific prior authorization criteria can be found at [txvendordrug.com/formulary](https://txvendordrug.com/formulary), ePocrates and SureScripts for ePrescribing.



Prescribers can access prior authorization forms online at [prescribers.navitus.com](https://prescribers.navitus.com) under the Prescribers section or have them faxed by customer care to the prescriber's office. Prescribers will need to provide their NPI and state to access the portal.

Prescribers can also call Navitus customer care at **1-877-908-6023** (prescriber option) and speak with the PA department Monday through Friday, from 8 a.m. and 5 p.m. Central time, to submit a PA request over the phone.

For questions related to the formulary, the preferred drug list, billing, prescription overrides, prior authorizations, quantity limit or formulary exceptions, call Navitus at **1-877-908-6023** or access the Navitus website at [navitus.com](https://navitus.com).

You can find more information on pharmacy requirements, processes and forms online at [DellChildrensHealthPlan.com/for-providers](https://DellChildrensHealthPlan.com/for-providers) or refer to your provider manual.

If you have any questions, please contact Provider Relations at **1-855-781-2343** or email [shpproviderservices@seton.org](mailto:shpproviderservices@seton.org).

## Giving Austin Labor Support (GALS) delivers a positive birth experience

Dell Children's Health Plan has partnered with GALS to help members have a positive, healthy birth experience. With GALS, pregnant women work with a trained doula or birth worker for added support before, during and after pregnancy. GALS doulas provide a strong relationship to help women make the best decisions for themselves and their family. GALS also ensures that no mother will deliver their baby alone.

Visit [givingaustinelaborsupport.org](https://givingaustinelaborsupport.org) for more information about the services GALS offers. This is a free benefit for members of Dell Children's Health Plan. (*Postpartum services not included for CHIP Perinate members.*)

Here's what women are saying after working with GALS doulas:

"She was there to ask the right questions when I was having contractions. I felt she knew exactly what I was expecting and she accomplished it perfectly."

"Everything was very helpful from the first meeting with my doula. She was very knowledgeable, she understood exactly my birth plan and she followed it. She was amazing at keeping up in the process of my labor."



**100% of GALS clients felt that GALS made an extremely positive impact on their birth!**

## Performance Improvement Project: Reducing C-sections for uncomplicated deliveries

Dell Children's Health Plan is initiating a Performance Improvement Project (PIP) for 2024 to reduce the rate of C-sections for uncomplicated deliveries. **The current rate is 25.5%, and the goal is to reach 20.4% or less from January 1, 2024 to December 31, 2025.**

As part of the PIP, we are introducing the following measures to help meet our goal:

- ✓ Peer physician discussions to review current evidence-based clinical guidelines by email, call or face-to-face discussions.
- ✓ Provider and patient education to increase member referrals to GALS for birthing support.
- ✓ Telephonic outreach to moderate-risk members from Factor Health.

For questions or more information about this and other PIPs, please email [QualityManagement@ascension.org](mailto:QualityManagement@ascension.org).

## Texas Health and Human Services has online Texas Health Steps CE courses for providers

Texas Health Steps offers a robust catalog of free CME courses to providers and other health care professionals. The free online courses are developed by physicians and are accredited.

Topics include:

### Culturally Effective Health Care

Learn how to employ best practices and professional ethics to serve the health-care needs of culturally diverse children and adolescents and their families, as well as to meet legal requirements for confidentiality, informed consent and language assistance to families who are not proficient in English.

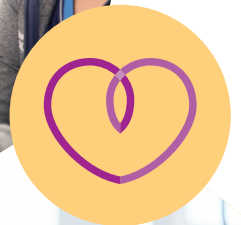
**1.00 CE credit**

### Lead Exposure: Screening, Testing and Treatment

Learn how to screen young children for lead risk exposure during preventive medical checkups, collect and submit blood specimens, report results (including using the state's electronic reporting system) and provide recommended treatment when elevated blood lead levels are confirmed.

**0.50 CE credit**

Go to [txhealthsteps.com](https://txhealthsteps.com) to view the full course catalog and enroll in a course.

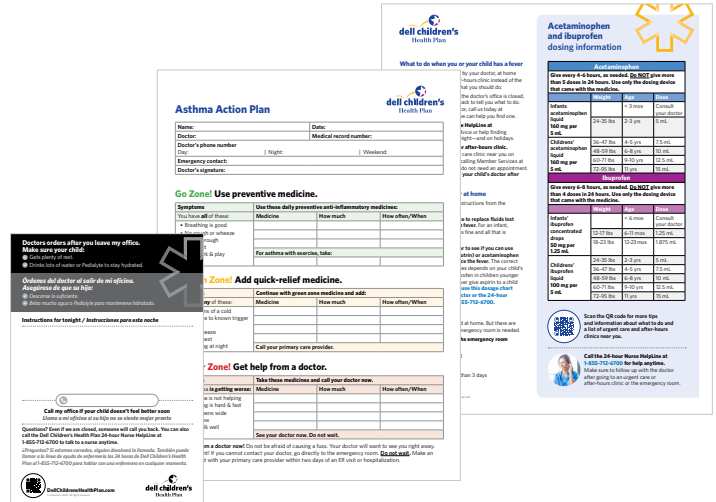




## ER education materials are now available!

Dell Children's Health Plan is working to reduce potentially preventable ER visits 7.5% by FY25, including meeting a 0.9 A/E ratio for potentially preventable visits (PPV), and be in the 50th percentile or better for asthma medication refills (AMR). As part of our effort to meet these goals, we are supplying providers with education tools to help reduce ER visits, focusing on visits for upper respiratory infections/fever and asthma exacerbations. Materials available include:

- ✓ Prescription pads for after-visit care instructions
- ✓ Asthma action plans you can fill out with your patients with asthma
- ✓ Dosage charts with instructions on how to administer acetaminophen/ibuprofen for fever at home, come care tips and how to know when a fever is an emergency
- ✓ Panel reports on:
  - High utilizers for fever/URI
  - ER visit with asthma diagnosis
  - List of patients with asthma who haven't refilled asthma medications



Member initiatives include general education in newsletters, by mail, text and email, and targeted diagnosis-specific communications for members admitted to the ER for URI/fever or asthma exacerbations or initial diagnosis.

A website for this initiative with health information and advice on what to do for URI/fever and asthma, including tips to avoid the ER, a list of urgent care locations and an interactive map.

To view the website, go to [DellChildrensHealthPlan.com/what-to-do-when-sick](https://DellChildrensHealthPlan.com/what-to-do-when-sick).

Provider Relations liaisons will be delivering these materials to providers in upcoming visits.

If you need materials, Provider Relations at **1-855-781-2343** or email [shpproviderservices@seton.org](mailto:shpproviderservices@seton.org).

## Provider relations is here to help you

When you have issues, contact your Provider Relations Liaison for assistance. Every provider will have one assigned. If you don't know who your Provider Relations Liaison is please contact us for an introduction.

**For information about credentialing, your contract, demographic information, quality programs or to contact your Provider Relations Liaison, call Provider Relations at 512-324-3125, option 4, or you can email [shpproviderservices@seton.org](mailto:shpproviderservices@seton.org).**

Provider relations should be notified when there are any changes to your practice including: address changes, provider terminations, changes in hours of operation or provider roster changes.

Provider relations can also assist with education about the plan and can schedule an orientation at any time.

All new providers receive training when they become a Dell Children's Health Plan provider.

For one-on-one training contact your Provider Relations Liaison. Please call or email to schedule a training.

## Dell Children's Health Plan is here to help members manage their health condition

We have health education booklets for members in disease management programs for ADHD, asthma, diabetes, hypertension, weight management, depression, cervical cancer, pregnancy and more. These booklets are mailed to members with appropriate diagnoses every month.

To refer a member to Service Coordination, please call **512-324-3015** or toll-free at **1-844-564-5212**. You can also fax a Case Management Referral Form to **512-324-3016**.

If you would like copies of these materials for your Dell Children's Health Plan members, please email **DCHPMarketing@ascension.org**.



## Magellan's behavioral health toolkit available online

Magellan's toolkit of behavioral Health resources is available on the provider portal for information and guidance you need to provide behavioral health services to your patients.

## Member resources are available online

View, download or print the most current provider directories, provider manual and member handbooks online at **DellChildrensHealthPlan.com**.

If you would like a printed copy, please call Member Services at **1-855-921-6284**.

## Have you sent your cultural competency attestation?

The Cultural Competency Provider Attestation form has been sent out and requires that an attestation be signed digitally and emailed to **shpproviderservices@seton.org** for compliance.

## Telemedicine and telehealth delivery of behavioral health Medicaid benefits education now available

The Health and Human Services Commission (HHSC) implemented changes to the permanent delivery of some of the behavioral health Medicaid benefits by synchronous audiovisual or synchronous telephone (audio-only) technology, effective September 1, 2022.

HHSC created an educational video on the Texas Medicaid & Healthcare Partnership's (TMHP's) YouTube channel and TMHP's Learning Management System (LMS). Additionally, HHSC created two infographics outlining the changes that are also posted to TMHP's LMS. This information is available as of February 2, 2024.

If you have any questions, please contact Provider Relations at **1-855-781-2343** or email **shpproviderservices@seton.org**.

## Translation services

Dell Children's Health Plan offers translations services for members when communicating with their providers either via phone or face-to-face. We can also provide materials in languages other than English or Spanish on request.

Members should call Member Services at **1-855-921-6284 (7-1-1)** for translation assistance.

## Volunteer wanted!

The Dell Children's Health Plan Quality Team is looking to partner with a provider for a Plan-Do-Study-Act project testing an intervention to increase the rate of childhood immunizations.

The study will be small-scale and short. We would collaborate to choose an appropriate intervention for you and the Quality team. Examples of interventions include implementing standing orders for childhood vaccines, utilizing a text campaign to send links to the American Academy of Pediatrics educational videos, setting up reminders/recall through your EMR or use of presumptive language.

**We are open to your ideas, too! If you are interested, please reach out to Trina Mays at [trina.mays@ascension.org](mailto:trina.mays@ascension.org).**



## Provider trainings available online

The following training sessions are available for your staff to access anytime online. Scan the QR code or visit **[DellChildrensHealthPlan.com/training](https://DellChildrensHealthPlan.com/training)**.



**Prenatal and Postpartum Care: Screening for SDOH by Trina Mays, BSN, RN, CCM, CRC.** Review and discuss the importance of Social Determinants of Health to ensure our members get the best comprehensive care available.



**Potentially Preventable Admissions: Major Depressive Disorders by Dr. Rakel Beall-Wilkins.** Review signs and symptoms of depression, discover mental health resources available to you and our members.



**HEDIS® WCC Measure: Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents by Trina Mays, BSN, RN, CCM, CRC.** Prevent childhood obesity by monitoring a child's BMI percentile.

**If your staff needs training on a specific topic, please contact your Provider Relations liaison or call 512-324-3125, option 4 or email [shproviderservices@seton.org](mailto:shproviderservices@seton.org).**



## The provider websites are available 24 hours a day, 7 days a week

To verify member eligibility and benefits, request PA and check status, file claims, check claims status, and submit payment disputes, use our provider portal **[secure.healthx.com/Provider\\_2022](https://secure.healthx.com/Provider_2022)**. For other functions, such as looking up PA/notification requirements and finding forms, reimbursement policies, and other general information, visit **[DellChildrensHealthPlan.com/for-providers](https://DellChildrensHealthPlan.com/for-providers)**.

**Questions? Call Provider Customer Services at 1-844-781-2343.**