

ProviderAlert

To: Select Health of South Carolina Participating Primary Care Providers

From: Select Health Provider Network Management

Date: March 2, 2022

Subject: *New Condition Optimization Program*

Select Health of South Carolina works with you to collect complete and accurate member health histories to help facilitate care management, as appropriate. To this end, we are asking for your continued support and collaboration to help ensure First Choice plan members with chronic health conditions are benefiting from routine monitoring and treatment services.

As part of these efforts, we are introducing our new *Condition Optimization Program, effective April 4, 2022.*

Program components:

There are two components to this program:

- The **Retrospective** Outreach component includes reviewing and updating diagnostic information previously reported via claims submission.
 - This component identifies members who have a history of chronic conditions but these conditions were not reported on claims in the specified date of service period.
 - Medical records are obtained, reviewed and missing diagnosis are identified.
 - A claim adjustment will be initiated through NaviNet.

- The PCP **Prospective** Outreach component includes outreaching to members to encourage scheduling and completing routine appointments.
 - Helps PCPs identify assigned members with a documented chronic health condition, who may not have been seen by the practice in the last six months.
 - Scheduled member is seen by PCP and suspected chronic conditions are evaluated and a medical claim is submitted that includes all confirmed conditions.

In recognition of the time and resources PCP offices expend in this effort, we are offering an **administrative payment for completed activities**.

- **Retrospective component** – for each review you will receive a \$75.00 administrative payment, issued upon submission of an adjusted claim.
- **Prospective component** – for each visit you will receive a **one-time** administrative payment of \$150.00 for each visit when scheduled and all program requirements have been met, including submission of the Scheduled Appointment worksheet, the medical record (if requested), and the appropriately billed claim, by the date indicated in NaviNet.
 - Prospective administrative payments will be issued as a capitation adjustment, in January and July of each year, upon validation that all requirements are completed.

HOW TO PARTICIPATE

Retrospective component:

- If you have eligible members, chart retrieval vendor (Optum/CIOX) will request medical records for identified members OR a request will come directly from Select Health.
- Charts may be submitted by:
 - Emailing to ConditionOptimizationProgram@amerihealthcaritas.com;
OR
 - Faxing to **1-215-863-5694**.
- Charts will be reviewed by certified coders and recommendations uploaded into NaviNet.
- On the first of each month, chart review results will be available in NaviNet for review. Find results in NaviNet by selecting **Practice Documents**, opening a member list, and filtering for the action indicator *Adjust Claims – Plan Medical Record Review*,
- Review the recommendations from the chart review.
 - If you agree with the chart review findings, confirm diagnosis code(s).
 - **Submit claim adjustment(s) through the NaviNet portal.**

Training will be provided on the submission of adjustments through NaviNet. Providers will be notified of training dates.

Prospective component:

- If you have eligible members, you will find your member listing in NaviNet by selecting **Practice Documents**, opening the list, and filtering for the action indicator, ***Please Schedule Appointment***.
- Once eligible members are identified, contact the members to schedule an appointment.
- As scheduled visits occur, review any chronic condition(s) indicated for the patient (our member) on the *Scheduled Appointment Worksheet* in NaviNet. **Be sure to document any confirmed conditions in the medical record.**
- After the visit, please:
 - Complete the *Complex Case Management Worksheet* in NaviNet.
 - Submit a claim through your normal billing process and include all diagnosed chronic conditions.

If you have any questions or concerns regarding the Condition Optimization Program, please feel free to contact your Provider Network Management Account Executive.

We appreciate your ongoing commitment to delivering the highest quality care and services to our First Choice plan members and thank you in advance for your cooperation.

Sincerely,



Kirt Caton, M.D.
Market Chief Medical Officer