

PRACTITIONER *Update*

Dear MHN Practitioner,
Thank you for taking the time to review the May 2021 MHN Practitioner Newsletter.

This issue contains important updates about our new address for Provider Appeals and Disputes and an upcoming webinar on our Language Assistance Program and Interpreter Services.

Please also familiarize yourself with our new Provider Engagement Program.

Regards,
The MHN QI Department



Centene Advanced Behavioral Health's most recent White Papers focus on strategies for helping those suffering from Substance Use Disorder (SUD) and TeleHealth as a critical behavioral health strategy during the pandemic and beyond.

[To review any of Centene Advanced Behavioral Health's White Papers at any time, you can visit the 'White Papers' section at the bottom of our Provider Newsroom page by clicking here.](#)

IN THIS ISSUE:

Focus on Behavioral Health HEDIS[®] Metrics: Follow Up Care for People with Mental Illness

Reminder: Training & CE Opportunities

NEW Provider Appeals/Disputes Address

May is Mental Health Month!

NEW MHN Provider Engagement Program

Upcoming Provider Webinar: Utilizing MHNs Language Assistance Program & Interpreter Services

NEW Provider Directory Accuracy Tool: LexisNexis

FOCUS ON BEHAVIORAL HEALTH HEDIS® METRICS: FOLLOW UP CARE FOR PEOPLE WITH MENTAL ILLNESS (FUM AND FUH)



The Healthcare Effectiveness Data and Information Set (HEDIS) is one of health care's most widely used performance improvement tools. 191 million people are enrolled in plans that report HEDIS results. MHN is currently focusing on improving several behavioral health metrics that impact our members with mental illness in need of timely follow up care. Please take a few minutes to familiarize yourself with the measures below.

❖ Follow-Up After Emergency Department Visit for Mental Illness (FUM)

The FUM metric measures the percentage of **emergency department (ED) visits** for members 6 years of age and older with a **principal diagnosis of mental illness or intentional self-harm, who had a follow-up visit with any practitioner for mental illness**.

Two rates are reported:

1. The percentage of **ED visits** for which the member received **follow-up within 7 days** of the ED visit (8 total days).
2. The percentage of **ED visits** for which the member received **follow-up within 30 days** of the ED visit (31 total days).

Research indicates that timely follow-up care for people with mental illness is linked to fewer ED visits, improved physical and mental function and increased adherence to follow-up instructions.ⁱ If any of your patients have recently gone to the Emergency Department for a mental health issue, please make sure to schedule an in-person or telehealth visit with them within 7 days of that ED visit.

❖ Follow-Up After Hospitalization for Mental Illness (FUH)

The FUH metric measures the percentage of **psychiatric inpatient discharges** for members 6 years of age and older who were **hospitalized for treatment of selected mental illness or intentional self-harm diagnoses and who had a follow-up visit with a mental health provider**.

Two rates are reported:

1. The percentage of **discharges** for which the member received **follow-up within 7 days** after discharge.
2. The percentage of **discharges** for which the member received **follow-up within 30 days** after discharge.

Timely follow-up care after a psychiatric hospitalization is crucial for a member's health and well-being!ⁱⁱ If any of your patients have recently been discharged from an inpatient psychiatric stay, please make sure to schedule an in-person or telehealth visit within 7 days after their discharge.

And, as always, coordination of care is a critical part of responsible practice. Communication with other medical and health care professionals is particularly important if your patient:

- **Is taking prescribed psychotropic medications.**
- **Has reported a concurrent medical condition.**
- **Has a substance abuse disorder.**
- **Has a major mental illness (other than an adjustment disorder).**
- **Was referred to you by the Primary Care Physician (PCP) or other medical practitioner, or if the PCP will be following the patient for psychotropic medications.**

MHN has developed [this sample Behavioral Health Coordination Form](#). Be sure to document your coordination activities, as well as your patient's consent for this communication, in your treatment record!

REMINDER!

[For ongoing training and continuing education opportunities, please visit our National Provider Webinar site here.](#)

NEW ADDRESS FOR PROVIDER APPEALS & DISPUTES

Effective immediately, the address for MHN Provider Appeals/Disputes will change. The new address to submit correspondence is as follows:

**MHN Provider Appeals/Disputes
P.O. Box 989882
West Sacramento, CA 95798-9882**



All mail sent to the previous address will be forwarded through 05/21/2021. If you have further questions, [please contact a Provider Relations Representative here](#) or call us Toll Free at (844) 966-0298.

TWO OPPORTUNITIES TO ENGAGE IN MAY IS MENTAL HEALTH MONTH ACTIVITIES!

National Alliance on Mental Illness' "You Are Not Alone" Campaign:

During May, the National Alliance on Mental Illness (NAMI) joins the national movement to raise awareness about mental health. Each year they fight stigma, provide support, educate the public and advocate for policies that support people with mental illness and their families.



NAMI's "You are Not Alone" campaign features the lived experience of people affected by mental illness to fight stigma, inspire others and educate the broader public. Now more than ever before, it's important for the mental health community to come together and show the world that no one should ever feel alone. The campaign builds connection and increases awareness with the digital tools that make connection possible during a climate of physical distancing. Even in times of uncertainty, the NAMI community is always here, reminding everyone that ***you are not alone***.

[For more information about how you can get involved in NAMI's "You Are Not Alone" campaign, click here!](#)

Mental Health America's "Tools 2 Thrive" Campaign:

The COVID-19 pandemic has had a profound impact on the mental health of people of all ages. Now, more than ever, it is critical to reduce the stigma around mental health struggles, because that stigma often prevents individuals from seeking help.



This year, Mental Health America continues with the theme of *Tools 2 Thrive*, providing practical tools that everyone can use to improve their mental health and increase their resiliency regardless of their personal situation. The toolkit includes sample materials for communications and social media as well as printable handouts on the following topics:

- Adapting after trauma and stress
- Dealing with anger and frustration
- Getting out of thinking traps
- Processing big changes
- Taking time for yourself
- Radical acceptance

[To learn more about how you can get involved or to download Mental Health America's 2021 Mental Health Month Toolkit, click here!](#)

NEW MHN PROVIDER ENGAGEMENT PROGRAM

MHN would like to announce a new program jointly helmed by MHN Clinical Operations and Provider Relations.

The program is called Provider Engagement. The intent of Provider Engagement is to build partnerships with providers that serve our members. As part of this program, MHN will be able to offer things such as trainings, one-on-one consultation, and record reviews with detailed feedback to providers as we collaborate to ensure members are receiving quality/effective care. It is our hope that, working together, provision of services are aligning with best practices and meeting benchmarks for identified metrics.



To kick-off Provider Engagement, you may receive a request for records for members for whom you provide/have provided services. The letter will outline all documents to be submitted via fax and the process by which you will receive feedback from these reviews. MHN will be in touch to request a fax number and contact person to whom the record request should be sent.

Should you have any more immediate questions, please do not hesitate to contact MHN at provider_engagement@centene.com.

We look forward to partnering with you throughout the Provider Engagement program.

UPCOMING PROVIDER WEBINAR*: MHNs LANGUAGE ASSISTANCE PROGRAM AND INTERPRETER SERVICES

Be on the lookout! This summer, MHN will be hosting an informational provider webinar that will provide details on our Language Assistance Program and the different services we have available.

After the webinar, you will be able to successfully access our language assistance services, including but not limited to, how to request telephonic interpreter services during an appointment.



The webinar date, time, and registration link will be provided in our annual Language Assistance Program Reminder, which will be distributed in July 2021.

**The purpose of this webinar is educational only, continuing education units will not be offered.*

NEW PROVIDER DIRECTORY ACCURACY TOOL: LEXISNEXIS®

The MHN Provider Relations Department is proud to introduce our contracted clinicians to VerifyHCP®, a quick and easy clinician directory verification portal developed by LexisNexis® Risk Solutions. To make attestation more efficient for you and your staff, VerifyHCP enables

practices to validate or update pre-populated directory information in one place across all participating health plans.

Updated practice information allows us to provide patients with current directory information so they can select in-network providers, choose health plans, and ultimately access care. Our goal is to make this process as easy as possible for clinicians and their practices and to receive 100% response to outreach requests. Clinicians who do not respond to verification requests may face delayed claim reimbursements and removal from directories.

Clinician and practice outreach

Outreach to confirm and update directory information began in early January. Several outreach methods are being used including email, fax, and phone, with email being the primary method. Clinicians and practices will be directed to register and log in to the Verify Health Care Portal to confirm their directory information on file is accurate. The Portal is a secure, free website for clinicians and their staff to use to confirm directory information, as required by CMS and various state laws. Contact [LexisNexis Risk Solutions Tech Support here](#) or the VerifyHCP Portal Help Desk phone number, 1-888-245-461, if you have questions about their portal.



Additional information

Providers are encouraged to access the [MHN Provider Portal](#) for real-time information, including eligibility verification, claims status and more. If you have further questions, please [email a Provider Relations Representative](#) or call us Toll Free at (844) 966-0298.

The next Practitioner Update is scheduled for September 2021

ⁱ <https://www.ncqa.org/hedis/measures/follow-up-after-emergency-department-visit-for-mental-illness/>

ⁱⁱ <https://www.ncqa.org/hedis/measures/follow-up-after-hospitalization-for-mental-illness/>