

November 2022

What's New?

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Independent Health Foundation celebrates #30Faces30Years

For 30 years the Independent Health Foundation has been proud to serve Western New York, bringing innovative programs to the community.

The Foundation has accomplished so much thanks to partners that help connect to the needs of local neighborhoods. The work is possible thanks to volunteers who allow the Foundation to grow thoughtfully and boldly. Gratitude for our participants is endless – they are the reason the Foundation has shown up consistently for the last 30 years and the reason it's looking forward to what's yet to come as we build a stronger, healthier Western New York.

To celebrate the people who make the Independent Health Foundation's mission possible, it is sharing #30Faces30Years featuring 30 of champions – from business partners to RedShirt volunteers. From organization leaders to program participants.

See them all online at

<https://www.independenthealthfoundation.org/30faces>

They are but a small representation of our community, one that is diverse in its demographics and health needs but united in our goal of creating a strong, vibrant Western New York

FDA announces shortage of Adderall

On October 12, 2022, the US Food and Drug Administration's (FDA) drug shortage website posted a shortage of the immediate release formulation of amphetamine mixed salts, commonly known as the brand name Adderall or Adderall IR. FDA is in frequent communication with all amphetamine mixed salts manufacturers regarding their supply.

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FDA announces shortage of Adderall cont. ...

One manufacturer, Teva, is experiencing ongoing intermittent manufacturing delays. Other manufacturers continue to produce amphetamine mixed salts, but there is not sufficient supply to continue to meet U.S. market demand through those producers.

Amphetamine mixed salts, including Adderall, are FDA-approved for the treatment of attention deficit hyperactivity disorder (ADHD) and narcolepsy. Until supply is restored, there are alternative therapies including the extended-release version of amphetamine mixed salts, available for approved indications.

What is FDA doing to address this shortage?

- FDA posted information on the shortage, including a list of current manufacturers and product strengths that are still available.
- FDA will continue to monitor supply and assist manufacturers with anything needed to resolve the shortage and will update their website (<https://www.accessdata.fda.gov/scripts/drugshortages/default.cfm>) with new supply information as it becomes available.
- Additionally, FDA's Drug Shortage page is updated regularly with information about the shortage.

2022 Required Compliance Training

Independent Health is required by state and federal agencies to ensure its participating providers complete compliance training annually. To streamline two requirements for 2021, Independent Health is requesting participating practice attest to completing each of the following by December 31, 2022:

1. Cultural Competency Training

Independent Health is dedicated to ensuring the delivery of services in a culturally competent manner to all our members and, as mandated by the New York State Department of Health,

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2022 Required Compliance Training continued ...

requires all Medicaid and Commercial providers to attest annually to completion of cultural competency training for all staff who have regular and substantial contact with Independent Health members.

To satisfy this training requirement, staff must complete the U.S. Department of Health & Human Services online module, "The Guide to Providing Effective Communication and Language Assistance Services," or the comparable Think Cultural Health training that corresponds with the provider's scope of practice, and submit the electronic attestation to confirm completion.

This cultural competency training and attestation is available online at www.independenthealth.com/culturalcompetency

2. Fraud, Waste & Abuse Training

Independent Health requires each of its participating provider groups or practices to complete Fraud, Waste & Abuse Training and submit an electronic attestation to confirm completion of this training by each of their staff members.

Staff members of practices required to complete this training includes physicians, mid-levels, ancillary providers, registered nurses, licensed practical nurses, administrative and office staff, technicians, coders and others.

If your practice has already completed the 2021 Fraud, Waste & Abuse training and attestation through Independent Health, it is not necessary to attest to doing so again.

All related details, the downloadable training modules for your staff, and an attestation to verify with Independent Health that this training has been completed are available online at www.independenthealth.com/FWAattestation

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2022 Required Compliance Training continued ...

Who must submit each attestation?

Each of the above attestations should be submitted by an authorized representative on behalf of all individuals encompassed under a practice's Tax Identification Number (TIN). Therefore, each individual staff member who completes each training does NOT need to submit the attestation.

If your practice has already completed this 2021 training through another source and has a roster or spreadsheet with the dates the training was completed, you may submit the attestation through each of Independent Health's public provider portal pages above.

Questions?

If you have questions, please call Independent Health Provider Relations Department at (716) 631-3282 or 1-800-736-5771, Monday through Friday from 8 a.m. to 6 p.m.

Final date to submit gaps-in care corrections: Fri., Dec. 30

The last day for submitting 2022 gap-in-care corrections for medical record documentation to Independent Health through our provider portal is Friday, December 30, 2022.

After this date, gap-in-care corrections will no longer be accepted for the 2022 calendar year.

Participating providers will be notified when Independent Health will begin accepting gap-in-care corrections for 2023.

The Gaps in Care Correction process allows for medical record documentation to be submitted to "correct" inaccuracies in quality measure results due to a variety of reasons, including:

- Encounters or lab values not available to the health plan
- Exclusions from a historical event (e.g., mastectomy)
- Service that was rendered under a different payer

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Final date to submit gaps-in care corrections: Fri., Dec. 30 cont.

If the correction is accepted, it will be reflected in an update to your, and Independent Health's, quality rates, which allows for:

- A more accurate depiction of the quality of care that was rendered
- More accurate quality program reporting
- More targeted quality improvement effort

View the Gaps in Care Correction Process User Guide, view a webinar and learn more about submitting correction requests in our secure provider portal here.

If you have questions about the gaps in care correction process, performance reports or anything related to our provider portal:

- Contact your Independent Health Physician Engagement Specialist
- Email ProviderPortal@independenthealth.com

Survey Results: NYS standards for appointment access and availability

To ensure compliance with standards established by New York State for our participating providers, Independent Health partnered with an outside vendor, SPH Analytics, to conduct brief surveys by phone regarding appointment access and availability for our members. This survey was directed to specific types of providers, including Primary Care Physicians, Medical Oncologists, Ob/Gyns, Psychiatrists, and Psychologists.

The primary objectives of this survey are:

- To comply with state regulations set forth in Independent Health's contract with the state of New York.
- To provide quantifiable feedback to Independent Health regarding physician compliance with the access and availability.
- To help Independent Health improve the services provided to its members.

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Survey Results: NYS standards for appointment access and availability

All scenarios presented are based on the following types of care:

- Emergent
- Urgent
- Sick visits (routine non-urgent/emergent)
- Initial and Follow-up Routine, non-urgent or preventative care
- Adult baseline and routine physicals
- Non-life-threatening emergency care
- Prenatal Trimester Care

Hospital Discharge Follow-up treatment

2022 Summary of Results

The Appointment Availability and After-Hours Surveys were administered June 30– July 13, 2022. The overall compliance is 64% among all providers for the Appointment Availability and 87% for After-Hours. Any office that was found out of compliance will be notified by Independent Health and sent an action plan that requires a plan of correction. We would like to thank all the providers who participated in the survey.

See the full survey results near the end of this edition of Scope.

If you have questions, please contact our Provider Relations Department by calling (716) 631-3282 or 1-800-736-5771 Monday through Friday from 8 a.m. to 6 p.m.

Independent Health's drug formulary

To obtain a hard copy, please contact Independent Health Provider Relations by calling (716) 631-3282 or 1-800-736-5771, or via email at providerservice@servicing.independenthealth.com, Monday through Friday from 8 a.m. to 6 p.m.

September 2022 policy updates

Our policies are updated, revised, discontinued or reviewed often, so check these pages frequently. Look on the Policies page under Policies & Guidelines on the top red menu bar of the provider portal.

Food First program helps address food insecurity for members of State Programs

Independent Health is aware it is very difficult for a number of individuals and families in our region to get to a grocery store to feed their families. Earlier this year, we introduced a program with our telenutrition partner Foodsmart to address food insecurity.

The program, called Food First, was initially available only to MediSource and HARP (MediSource Connect) members in targeted ZIP codes of need, but is now available to MediSource and MediSource Connect members aged 18 and older regardless of ZIP Code in Erie County*.

Food insecurity can contribute to poor nutrition and result in cardiovascular disease, type 2 diabetes, osteoporosis, certain types of cancer, as well as complications during pregnancy and early childhood.

Features of Food First

- The Food First program provides access to a wider range of supermarket options, and it connects them to information and support they may be looking for in making healthier nutritional choices.
- Members will receive a free subscription of Walmart+ or Instacart Plus for 12 months, which includes free grocery delivery. (Delivery amount minimums may apply and members pay the cost of the groceries).
- Food First provides eligible members consultation with a nutritionist during telenutrition appointments to guide meal planning tailored to the individual's clinical and environmental situation, as well as facilitate SNAP application submission for those not receiving benefits. SNAP benefits or EBT card help pay for groceries.
- The expert will explain the program, how to use Foodsmart, and take the member through a nutritional assessment.

By removing delivery fees for lower income populations and enabling the use of SNAP benefits, Independent Health and Foodsmart together are making eating well more accessible, affordable and convenient to eliminate food and nutrition insecurity in the Buffalo region.

*This program is not available to Child Health Plus and Essential Plan members.

COVID-19 provider updates

Independent Health has a comprehensive preparedness plan in place to deliver coverage and services to our members without interruption.

Our COVID-19 provider website pages include the most current information about the following:

- Billing guidance
- Testing coverage
- Vaccination, Coverage and Reimbursement Summary
- FAQs and tip sheets on topics of telehealth, lab testing, diagnosis codes, etc.

Visit our COVID-19 provider website pages accessible online at <https://www.independenthealth.com/providers/covid-19-coronavirus-provider-updates>

Thank you for reading Scope, Independent Health's newsletter containing provider updates. Please consider printing copies to share this with others at your practice who may not have access to Scope through our provider portal.

Comments or questions about Scope can be submitted via email at scope@independenthealth.com

Survey Results: NYS standards for appointment access and availability

Provider Type	Overall Compliance			
	Number of Providers	# Fully Compliant	# Noncompliant	% Fully Compliant
Total Completed Surveys	391	252	139	64%
PCPs	204	142	62	70%
OB/GYN	37	25	12	68%
Medical Oncologists	57	56	1	98%
Behavioral Health Prescribers	7	2	5	29%
Behavioral Health Non-Prescribers	60	20	40	33%
Behavioral Health Mental Health Facility	26	7	19	27%

After Hours – Overall Compliance			
# of Total Providers Surveyed	#Fully Complaint	# Noncompliant	% Fully Compliant
252	219	33	87%