

# Population Health Provider Training

Revised: 060222

# Our Promise

Knowing that every child's life is sacred, it is the promise of Cook Children's to improve the health of every child through the prevention and treatment of illness, disease and injury.

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# Provider Support Services

**888-243-3312**

A representative is available Monday – Friday, 8am-5pm, excluding State holidays.

# Benefits, Limitations and Exclusions

Providers should verify benefits, limitations and exclusions located in the Texas Medicaid Provider Procedures Manual at [tmhp.com](http://tmhp.com) prior to rendering services. Always refer to the most recent publication.

When submitting services for reimbursement Providers should refer to the most recent publications of the:

- Texas Medicaid Provider Procedures Manual located at [tmhp.com](http://tmhp.com)
- Cook Children's Health Plan Provider Manuals located on [cookchp.org](http://cookchp.org)
- Electronic Data Interchange Requirements located on [tmhp.com](http://tmhp.com) and [cookchp.org](http://cookchp.org)
- CPT, ICD-10, HCPC coding books
- Diagnostic and Statistical Manual of Mental Disorders (DSM)
- Medicaid National Correct Coding edits located on [CMS.gov](http://CMS.gov) and [Medicaid.gov](http://Medicaid.gov)

# Population Health

**Presented by:**

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# Health Risk Assessment

# Health Risk Assessment

What is a Health Risk Assessment (HRA)?

- Most definitions will tell you it's a screening tool
  - Many HRA's are in a form of a questionnaire
    - Cook Children's Health Plan's HRA has minimal questions and has been designed to educate our Members
      - It **allows the Member to make choices** for their health
      - It allows the Member to choose a variety of educational topics:
        - Healthy Weight Maintenance Including Body Mass Index
        - Smoking and Tobacco Use
        - Physical Activity
        - Healthy Eating
        - Managing Stress
        - Avoiding At-Risk Drinking



# Health Risk Assessment

- Depression
- Asthma
- Diabetes
- Information is provided in English and Spanish

# Health Risk Assessment

Before a Member chooses a topic:

- We encourage the Member to recognize a sense of how prepared they are for change
  - Cook Children's Health Plan provides Prochaska's Stages of Change Model to allow the Member to gauge where their behavior is in relation to the topic
    - In each topic, we ask the Member to rate their readiness for change
    - This scale can show their progression of change every time they visit the site
      - The scale is presented like this:
        - I do not want to change my behavior no matter what the risks are
        - I would like more information but cannot commit to a change just yet

# Health Risk Assessment

- I am willing to make some changes to help myself
- I am taking action to change behaviors in my life
  - o Way to go!
- I have reached my goal and am holding strong
  - o Be proud of your hard work!

# Health Risk Assessment

What else does a HRA offer?

- Each topic in the HRA will list Risk Factors
  - These risk factors may be a cause of the illness/action
    - For example, looking at risk factors for At-Risk Drinking
      - Liver and heart disease are risk factors that can occur
      - Depression and injuries can cause the action to continue and the Member indulge in At-Risk Drinking

# Health Risk Assessment

- The HRA also incorporates ways to improve your health
  - The first item in every topic is always seek your physicians advice and the information will vary depending upon the topic
  - There are links that Members can activate
    - Body Mass Index
    - SNAP Food Benefits
  - There might be helpful hints
    - Making a diary or journal
    - Getting a support group
    - Phone numbers that the Member can call

# Health Risk Assessment

## Extras:

- There is a quick four question voluntary survey at the end
  - Age
  - Gender
  - Language
  - Race
- We encourage the Member to become more familiar with the “Extra Benefits” located on our website at [cookchp.org](https://www.cookchp.org)
- The Health Risk Assessment will be up and running July 4, 2022 and is called “**My Wellness Screening**”

# Health Risk Assessment

- It's important for our Members to know why this has been developed
  - To help them take the steps to better health
  - To find resources
  - To set a goals and accomplish them
  - To build self esteem

# **Pregnancy Performance Improvement and Social Determinants of Health Planned Interventions**



# Pregnancy Performance Improvement

## What is the Focus?

- To improve maternal health by focusing on Social Determinants of Health (SDoH) and reducing health disparities

## Current Interventions:

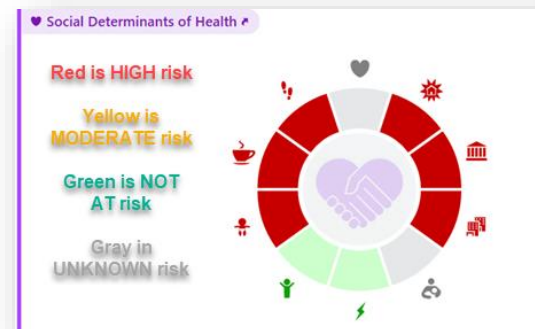
- Value Added Services for Prenatal and Postpartum members
- Increasing staff to help support and educate members
- Continued education for Providers on HEDIS measurements
- Working with Community Based Organizations
- Closing the loop on referrals to ensure that the members needs are completed

# First Intervention

## First Intervention: SDoH Assessment Tool

We added the **PRAPARE** (Protocol for Responding to & Assessing Patients' Assets, Risks & Experiences) tool to our EPIC Healthy Planet program.

- This allows us to review reports on at least a quarterly basis to gauge completion rates and identify trends for this population and drive future areas of focus
  - Emotional Health
  - Member Safety
  - Financial Resources
  - Housing Stability
  - Post Partum Depression
  - Stress



# First Intervention

- Adolescent Socialization
- Childcare
- Food Insecurities
- Transportation

# Second Intervention

## Second Intervention: Member Outreach and Education

- We perform telephonic outreach to all newly enrolled pregnant Members (400 to 500 monthly) and complete an Edinburgh Postnatal Depression Scale both pre and post delivery. This scale was developed to help health care professionals detect mothers suffering from postpartum depression
- Provide intensive case management to women scoring thirteen (13) or higher to help ensure proper postpartum care
- Notify OB provider of results and Member education efforts

# Third Intervention

## Third Intervention: Provider Education

- We distribute SDoH ICD-10 codes and SDoH Z codes usage to the Cook Children's Health Plan provider network
- Offer training to Providers during new provider orientation and quarterly webinars
- Track the number of Providers that successfully complete the training and monitor adoption rate to determine need for additional communication and training

# Fourth Intervention

## Fourth Intervention: OB/GYN Provider Incentive Program

- We will implement a targeted incentive for prenatal and postpartum visits for all Providers that meet a defined threshold of deliveries

# Population Health Contact

# Population Health Contact

Providers may email Population Health at [CCHPStarChipCM@cookchildrens.org](mailto:CCHPStarChipCM@cookchildrens.org)



# Population Health Referral

# Initiate a Referral

Initiate a referral to STAR/CHIP Care Management and Population Health/Disease Management via the [Secure Provider Portal](#).

- Visit [cookchp.org](http://cookchp.org), select Provider, then select [Secure Provider Portal](#)
  - From the homepage select Customer Service
  - Select the Topic: Link - Referral to STAR/CHIP Care Management and Population
    - Complete the required fields and submit the form

# Referral – Customer Service Response

Once the Customer Service Request is submitted a Customer Relations Management (CRM) number is generated and sent to the Users In Basket.

- The STAR/CHIP CM and Population Health team will reply to the CRM and provide:
  - Assigned Case Manager's Name
  - Contact information for that Case Manager
  - If the Member was not assigned, the reason for that will be provided

To view the CRM response:

- Log in to the Secure Provider Portal
- From the homepage select In Basket
- Once in the In Basket select the Customer Service Reply folder
- View your unread messages

# Referrals – Email

Providers pending access to the Secure Provider Portal can submit a referral via email to [CCHPStarChipCM@cookchildrens.org](mailto:CCHPStarChipCM@cookchildrens.org)

**Please note:** Please include the reason for the referral (what your concerns are or what the Member is needing assistance with), as well as any other important information we need to know before reaching out to the Member or Legal Authorized Representative (LAR).

# Secure Provider Portal

# Secure Provider Portal

Cook Children's Health Plan offers an online portal where Providers can access clinical or managed care data.

By granting Providers access to Epic over the web the amount of paper authorizations, manual claim status requests, and customer service calls are reduced.

Visit [cookchp.org](https://cookchp.org) to register for our new [Secure Provider Portal](#).

- Select request new account and follow the steps
- Three to five (3-5) business days for the account to be approved
- You will receive an email confirming your registration

# Secure Provider Portal

Each Provider office must have a Site Administrator.

- The Site Admin will be responsible for submitting account requests for each staff member who requires access and deactivating users who resign or are terminated
- Each staff member must have their own unique user name and password

Need assistance in navigating the Secure Provider Portal?

- Register for a webinar by visiting the [Provider Relations](#) page located on [cookchp.org](http://cookchp.org), select the provider training webinar [schedule](#)
  - Review the calendar and follow the instructions to register for the webinar of your choice

# Resources



# Resources

## Texas Medicaid Provider Procedures Manual

- <https://www.tmhp.com/>

## Cook Children's Health Plan

- <https://cookchp.org/Pages/default.aspx>

## Member Value Added Services

- <https://cookchp.org/members/star/Pages/benefits.aspx>

## Centers for Disease Control and Prevention

- [About Social Determinants of Health \(SDOH\)](#)

## Cook Children's Health Plan Secure Provider Portal

- [Secure Provider Portal](#)