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January 2017

In this issue: Partnership Access Line  
Sports Physicals  
Pharmacy Network Changes



# Provider Network News



## PARTNERSHIP ACCESS LINE (PAL)

What is the Partnership Access Line?

The Partnership Access Line (PAL) is a telephone-based child mental health consultation system for primary care providers. PAL is staffed by child psychiatrists affiliated with the University of Washington and Seattle Children's Hospital to deliver its consultation services.

PAL provides rapid consultation responses during business hours for any type of mental health issue relevant to a minor patient. PAL has a master's-level social worker who can assist with finding mental health resources for patients with any type of insurance (state, private or no insurance). It is available to primary care doctors, nurse practitioners and physician assistants throughout the state of Washington.

What does a primary care provider receive by calling the Partnership Access Line?

- Advice from a child psychiatrist and a follow-up letter with the details of your conversation.
- Tools to help you and your patient, including rating scales, book suggestions, websites and local resources tailored to your patient.
- First-time callers receive a child mental healthcare guide.

Washington PAL is available 8 a.m. to 5 p.m. Pacific Time by calling 1-866-599-7257.

For more information on this and other services offered by the University of Washington, please refer to the reference sheet located here, or contact our Provider Relations Department at [Provider.Relations@chpw.org](mailto:Provider.Relations@chpw.org).

## PROVIDER MANUAL UPDATES

The CHPW Provider Manual has been updated for the start of 2017. This valuable guide covers all of our plans, including Apple Health, Medicare Advantage, FIMC, and BHSO. It contains program information, claims instructions, links, contact information, and more. You can find the 2017 Provider Manual at [chpw.org](http://chpw.org) under the drop-down menu marked "For Providers".



## WE MOVED!

Community Health Plan of Washington has moved. Our offices are now located at 1111 3rd Ave, Suite 400 Seattle, WA 98101. Please note that our Claims address remains unchanged.

## CLINICAL PRACTICE GUIDELINES

CHPW supplies Clinical Practice Guidelines on both medical and behavioral health conditions as a resource for providers. Recently, CHPW has acquired a license to utilize Adult and Pediatric Preventive Guidelines from Massachusetts Quality Health Partners (MHQP) and offer to our network. These evidence-based guidelines recommend best practices in adult and well child visits and annual check-ups. MHQP is responsible for updating these guidelines on an annual basis, based on information from nationally recognized organizations. These guidelines will be available on the [CHPW.org](http://CHPW.org) website in January 2017.

NEW! Two new behavioral health guidelines have recently been posted to the [CHPW.org](http://CHPW.org) site and include: 1) Depression – Adult Screening and 2) Depression – Pregnancy and Postpartum. Both of these guidelines are based on the USPSTF recommendations and are available for providers at this time.

For more information, or to access the Clinical Practice Guidelines, please go to: [CHPW.org/for-providers/clinical-practice-guidelines](http://CHPW.org/for-providers/clinical-practice-guidelines).

## NEW CLAIMS EDITING SOFTWARE

CHPW would like to notify you of an upgrade to our claims system. In November, we replaced the claim editing/auditing software with new, National Correct Coding Initiative (NCCI) editing software called Claims Editing System (CES) by Optum. This change helps ensure the most current coding; improve the accuracy of processed claims; reduce potential manual adjudication; and streamline the reimbursement process. The change to the new software should be seamless to our provider community.

Please note that you will see new CHPW messaging (reason codes) with associated Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) for claims submitted after the CES implementation.

If you have questions about claims, please contact Customer Service:

- Washington Apple Health (Medicaid), (800) 440-1561
- Fully Integrated Managed Care (FIMC), (866) 418-1009
- Community HealthFirst™ (Medicare), (800) 942-0247

If you have questions about reason codes, please contact [EDI.Support@chpw.org](mailto:EDI.Support@chpw.org).



## SPORTS PHYSICALS

Community Health Plan of Washington (CHPW) continues to look for new opportunities to increase value to our members, differentiate ourselves from other MCOs in the marketplace, and grow Apple Health enrollment.

In August, CHPW launched a new value-added benefit that covers annual sports physical exams for Apple Health kids age 6–18 at no cost to the member. CHPW currently covers sports physical exams. However, we have not yet marketed this as a value-added benefit.

When possible, we encourage you to schedule a well-care visit with the sports physical exam. This may help to improve adolescent access to care and well-care visit rates.

A Provider Bulletin was posted on Friday, August 12th, 2016 to inform providers of this benefit. Please share this information with your CHC leadership team and scheduling staff.

## PHARMACY NETWORK CHANGES

As of January 1, 2017, the CHPW Medicaid pharmacy network has experienced a few changes. CHPW will be adding the Walgreens chain after historically not having been contracted with Walgreens. In addition, CHPW will be removing CVS/Target from the pharmacy network.

To be proactive, please consider redirecting prescription orders away from CVS/Target and moving to in-network pharmacy options. We provide a pharmacy look-up tool which can be accessed at: <http://chpw.org/for-providers/pharmacy/>.



## FIMC UPDATE

October marked the six month anniversary of the launch of Fully Integrated Managed Care (FIMC) in southwest Washington. On the whole, the administrative transition went well. Now we are shifting our focus to supporting clinical integration. This fall, CHPW, in partnership with providers and the other MCOs, launched strategic planning efforts to drive clinical integration activities. Goals of the strategic planning include: expanding and enhancing the full continuum of behavioral health services, increasing coordination between medical and behavioral health providers, and developing collaborative relationships with housing providers to expand affordable supportive housing services.

On October 31st over 140 participants representing 14 CHCs, State agencies and community partners attended a CHPW hosted conference entitled "Driving toward Whole Person Health: A Stepped Care Continuum for Physical, Mental, and Substance Use Services in Primary Care."

The goal of the conference was to leverage existing expertise in the Collaborative Care model to enhance the integration of mental health and substance use services in primary care.

CHPW is also partnering with the University of Washington to offer CME training on December 3rd in Vancouver, WA on Bipolar Disorder Treatment, Suboxone for Opioid Disorders, and Collaborative Care.

We anticipate the next RFP to be released January, 2017, for the North Central Regional Service Area (Chelan, Douglas and Grant Counties), with an anticipated launch date of January, 2018.



## HEALTHIER WASHINGTON CORNER:

Healthier Washington is driving toward the ultimate goal of achieving the triple aim of better care, smarter spending and Healthier People. Below are some highlights from some key components of Healthier Washington.

**Value Based Payment:** A key goal of Healthier Washington is "Paying for Value." Payment reform is about changing financial incentives to reward high value, cost effective care rather than a volume driven, FFS system. There is a lot of work at a Federal and State level to align these incentives and send common signals to providers.

**Medicaid Transformation Project Demonstration (1115 Waiver):** (<http://www.hca.wa.gov/about-hca/healthier-washington/medicaid-transformation>) Washington State has pulled a number of levers to accelerate movement toward to goals of Healthier Washington. These include transformation legislation, the State Innovation Model Test grant and now the Medicaid Transformation waiver. Through a five-year demonstration, this proposal includes three initiatives aimed at improving how we take care of individuals to better address local health priorities, deliver high-quality, cost-effective care that treats the whole person, and create linkages between clinical and community-based services.

Here is a useful timeline and definition guide around some of the Medicaid Transformation milestones. (<http://www.hca.wa.gov/assets/program/medicaid-demonstration-timeline.pdf>) If you would like more information about Healthier Washington, you can visit this website. <http://www.hca.wa.gov/about-hca/healthier-washington>.

