



Provider Updates

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Provider and Staff Training Programs

CHPW is committed to providing training and education to our providers and their staff. We are dedicated to develop your knowledge and understanding through a variety of mandatory and optional training programs.

To access our online training programs, go to our website at www.chpw.org. From the home page, select “For Providers” and from the menu, select Orientation, Training and Education.

If you prefer an in-person training session, or if you have any questions regarding our training programs, please contact our Provider Relations Department at Provider.Relations@CHPW.org.

Integrated Managed Care & Behavioral Health Trainings

There are additional resources on the CHPW website related to clinical integration and behavioral health. These resources can be found under the section “Integrated Managed Care Education and Training” and include [Clinical Integration Resources](#) and a [training calendar](#) that includes CHPW in-person trainings as well as other training opportunities offered by other organizations.

Reporting Changes in Provider Information

All CHPW providers must give notice to CHPW at least 60 days in advance of any provider changes including, but not limited to:

- Tax identification
- NPI number (individual and/or group)
- Billing (vendor) address, office, and fax phone numbers
- Clinic contact Information—i.e. Credentialing Coordinator, Billing Manager, Clinic Manager (name, phone number, fax, and email)
- Provider additions (include provider effective date)
- Provider terminations (include provider termination date)
- Clinic/facility location additions/changes (if applicable, include effective and termination dates for your clinics and/or facility)

A 60-day advance notice for changes will provide CHPW ample time to update

all systems, notify members, and prevent claims payment delays. Provider and group changes should be reported to CHPW by completing a Provider Add Change Term (PACT) Form and/or a **new** Clinic and Group Add Change Term Form, available on the [Provider Forms and Tools](#) page of our website. Email your completed form(s) to Provider.Changes@chpw.org.

For new providers requiring credentialing, please submit a full credentialing application to Provider.Credentialing@chpw.org.

For Delegated Credentialing provider groups, please refer to and follow your delegated credentialing agreement. Delegated Credentialing provider groups should submit provider updates via email to DelegatedCredentialing@chpw.org.

Single Preferred Drug List - Phase 3

Implementation

The Health Care Authority (HCA) is underway with the creation of the Apple Health (Medicaid) preferred drug list (PDL) in partnership with managed care plans that serve Apple Health clients. HCA is working to ensure the Apple Health PDL provides access to clinically effective and appropriate drug therapies in each class.

HCA is using a phased approach to build the PDL. The first phase was launched January 1, 2018, which consisted of 13 drug classes. The second phase is launched 7/1/18, consisting of 57 drug classes. **The third phase launches 10/1/18, consisting of 66 drug classes.** Managed care plans will continue to use their own preferred drug lists for drugs that are not included in the Apple Health PDL.

No changes are being made to the prior authorization (PA) processes each managed care plan currently uses.

HCA, not a managed care plan, currently pays for certain drugs, such as those for Hepatitis C. This arrangement will continue after we implement the Apple Health PDL. Drugs that managed care plans don't cover will reject at point of sale with direction to bill Apple Health fee-for-service.

More information on phase three can be found in the CHPW Pharmacy newsletters on the [CHPW Provider Bulletin Board](#).

January 2019 Medicare Advantage Changes

We have some exciting changes in store for our Community HealthFirst™ Medicare Advantage plans, effective January 1, 2019!

- **Service Area Expansion.** We are expanding our service area to include 8 new counties: Benton, Cowlitz, Franklin, Grant, Okanogan, Pierce, Snohomish and Walla Walla.
- **New \$0 premium MAPD plan.** Community HealthFirst™ Medicare Advantage Value Plan will be offered in King County only.
- **New “Preferred” and Standard Pharmacy Network (2 Tiers).** Plans covering Part D now have a two-tier pharmacy design, with lower member cost-shares at Preferred pharmacies. We are excited to note all CHC pharmacies are in our Preferred network!
- **New Fitness Benefit.** All Community HealthFirst™ Medicare Advantage members will have access to basic membership at participating fitness centers at no cost or the option of selecting two in-home workout kits to be shipped to them.
- **Special Needs Plan.** In addition to the Fitness Benefit, members on Plan 014 (SNP) will also receive additional new supplemental benefits at

no cost:

- **Hearing Services:** One routine hearing exam per year and one hearing aid fitting/evaluation per year. Hearing aids and related supplies for both ears will be covered up to a combined limit of \$1,500 every two calendar years.
- **Over-the-Counter Mail Order Product Allowance:** \$50 per quarter for non-prescription OTC products, which members can order from a catalog.
- **Transportation:** Non-emergency transportation to and from plan-approved health care locations, for up to 24 one-way trips each calendar year. Once this supplemental non-emergency transportation benefit is exhausted, members may have additional coverage under Washington State Medicaid.

For more information, please speak with your Provider Relations representative. Your Medicare patients can learn more about Medicare and our even better plans by calling 1-800-944-1247 from 8:00a.m. to 8:00p.m., seven days a week.

Behavioral Health Screening Tools

Screening for Behavioral Health conditions is an essential part of identifying and treating behavioral health conditions. The HCA recently released a list of [screening tools](#) for children and adolescents for behavioral health conditions to be incorporated into provider practices.

Updated Admission Form

In order to more efficiently prioritize inpatient authorizations, the utilization management department has updated CHPW's inpatient admission authorization form. As a reminder, CHPW has forms available for medical,

behavioral health, and admission requests that provide guidance on what information needs to be submitted to support the request. The updated form can be found at <https://www.chpw.org/for-providers/documents-and-tools/>.

270/271 and 276/277 Transactions

Earlier this year, CHPW transitioned the processing of HIPAA 270/271 (Eligibility/Benefit Inquiry and Response) and 276/277 (Claim Status Inquiry and Response) transactions to NTT Data. The service provided by NTT Data complies with the CAQH CORE Phase I & II Operating Rules.

Please contact DL_Consumerism_Services@nttdata.com to connect to the new service.

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Through Email

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