

SUMMER 2019

# MedNOTES

## WHAT'S INSIDE:

FOCUS ON  
**& HEALTH**  
WELLNESS  
DISEASE MANAGEMENT

*For Managed Care Medicaid and  
Nevada Check Up Providers*

# Your Asthma Patients Can Breathe a Little Easier

Disease Management offers an asthma program to help your asthma patients ease their symptoms and live a healthier life. Results from members who participated in the program from January to June 2018 show:

*Inpatient claims were reduced by 66%*

*ER utilization decreased by nearly 63%*

In addition to offering support for adults and children with asthma through one-on-one telephonic consultations with a registered nurse, we have a class your patients can attend via Webex. This program includes personal coaching, information on how to take medications properly, and help communicating with their doctor.

**NEW!** Through our partnership with DispatchHealth, we can provide in-home support including asthma education, a peak flow meter, an asthma action plan and an environmental assessment to check for asthma triggers in the home.

The Disease Management Asthma Program is available at no additional cost to eligible Health Plan of Nevada members. To join, members can call **702-242-7346** or toll-free at **1-877-692-2059**, TTY **711**, Monday through Friday, 8 a.m. to 5 p.m.



# Online Resources for Medicaid Members



Encourage Health Plan of Nevada's Medicaid Plan members to visit [myHPNmedicaid.com](http://myHPNmedicaid.com) to find resources available to them. They can find information on our Disease Management program to help them make healthy choices and manage their health. There's also information about wellness, online classes and more!

Classes such as:

- Weight management
- Diabetes
- Pregnancy and lactation
- Healthy nutrition
- Tobacco cessation

The Disease Management program includes ongoing support and motivation by a registered nurse for diabetes or asthma. It may help your patients understand self-management to improve their overall health and quality of life.

For more information, members can call **702-877-5356** or toll-free **1-800-720-7253**, TTY **711**, Monday through Friday, 8 a.m. to 5 p.m. local time.

---

## Flu Shot Incentives for Providers

Health Plan of Nevada's Medicaid Plan will pay a bonus when the following CPT codes are entered:

- January 1, 2019 through December 31, 2019, you'll receive a bonus when two CPT codes 90655, 90657, 90661, 90662, 90673, 90685-90688 are reported for two influenza (flu) vaccines by your patients' second birthday.
- You can receive a \$25 bonus for the administration of two influenza vaccines. Exclusions apply. Please contact your Clinical Practice Consultant (CPC) with any questions.

To learn more about flu shot incentives, call **702-240-8825**.



# Health Education *and* Wellness *and* Disease Management

## **Education and support with verifiable results.**

Our team of registered nurses (RN), registered dietitians (RD) and certified educators are dedicated to empowering your patients to improve health outcomes.

**Diabetes:** Patients participating in our diabetes management programs improved their HbA1c by 1.46%.

- 2-part class led by an RD, certified diabetes educator (CDE)
- One-on-one telephonic program with an RN specializing in diabetes
- Type 1 insulin pump class and personalized telephonic support with an RN, CDE and type 1 diabetic herself

**Medical Nutrition:** Helping your patients take the guesswork out of their diet, based on their medical needs and health goals.

- One-on-one telephonic support with a licensed registered dietitian

**Telephonic Weight Support:** Patients participating in the program have lost up to 23 pounds in 12 weeks.

- RDs can help patients make peace with the scale and overcome stubborn obstacles to achieve weight loss goals

**Asthma Program:** 86% decrease in asthma related hospital admissions for adult patients who completed the program.

- Telephonic support available with an RN

**Tobacco Cessation Program:** 70% of patients who attended 10 of 12 sessions stopped smoking.

- 12-week program led by a licensed alcohol and drug counselor

There is no cost to Health Plan of Nevada's Medicaid Plan members for this program. These plans cover select over-the-counter and nicotine replacement therapy (NRT) at \$0 cost share for those in the program meeting all requirements.



# Meet YOUR ADVOCATES



Kathy Toliver  
Director, Provider Services

We have provider advocates serving Nevada. Your advocate is your liaison with the health plan, providing relevant information and education materials.

Advocates can help you register and navigate the online provider center (@YourService). They can also address issues and answer any claims, contract, referral and prior authorization questions you may have.

Visit [myHPNmedicaid.com/provider](http://myHPNmedicaid.com/provider) to learn more about your provider advocates.



Veronica Ballantine  
Southern Nevada



Korina Deja  
Southern Nevada



Christina Galan  
Northern Nevada



Kim Horvath  
Southern Nevada



Tanya Filo  
Southern Nevada



Elmer Griffin  
Southern Nevada



Kira James  
Southern Nevada



Nicole Losoya  
Southern Nevada



Michael Khum  
Southern Nevada



Denise Hanrahan  
Dental Advocate  
Southern Nevada



Charlie Preator-  
Hillstead  
Southern Nevada



Marti Norris  
Northern and  
Southern Nevada

# URGENT CARE

## House Call



Now Health Plan of Nevada's Medicaid Plan patients in southern Nevada can get on-demand health care at home and avoid unnecessary trips to the ER with DispatchHealth. It's quick, efficient and convenient and can treat most things urgent care centers can.

Urgent care house calls include a medical team made up of an ER-trained physician assistant or nurse practitioner with support from a medical technician and a virtual physician. Available seven days a week from 8 a.m. to 10 p.m.

Urgent care house calls include the tools necessary to provide advanced medical care in the comfort of the member's home.

### Some of the things home urgent care visits are good for...

- Migraine headaches
- Cuts that need stitches and skin infections
- Urinary tract infections
- Flu and pneumonia
- Dehydration, IV placements and IV fluids
- Asthma attacks, COPD and respiratory infections

This service is available to Health Plan of Nevada's Medicaid plan members living in covered zip code areas. To check availability, go to [dispatchhealth.com/locations/nv/las-vegas/map](https://dispatchhealth.com/locations/nv/las-vegas/map).

### To request care, members can:

#### STEP 1

Call the Health Plan of Nevada 24/7 advice nurse at **1-800-288-2264** and press **1**.

#### STEP 2

Review their symptoms with our team over the phone and if appropriate for the service, they'll be transferred to make an appointment.

#### STEP 3

Get care at home! If needed, most prescriptions can be sent to their chosen pharmacy.

# COMMUNITY

## *Health Workers*



Community Health Workers (CHWs) build trust, form relationships and engage members facing difficult issues. This team serves as the primary connection and bridge for the highest risk members by helping with a broad array of health care issues and social resources.

### **CHWs simplify the member experience and promote wellness. Goals are:**

- Keep the member actively engaged with primary and specialty care by removing barriers to medical care.
- Decrease avoidable urgent or emergent care and admissions by managing care transitions.
- Create a positive experience and relationship with the member and/or caregiver.

### **A CHW team member can also help members with the following:**

- Make home visits to assess member needs.
- Find a primary care doctor.
- Organize medical needs and specialty appointments.
- Provide teaching on health management (for the whole family).
- Childhood immunizations.
- Arrange transportation to follow up appointments.
- Work with children and their parents to reduce preventable ER visits.
- Provide information on available community resources.



# Prevention is Key to Good Dental Health

**E**ncourage your patients to take their children to the dentist for regular, preventive care. Early treatment for tooth decay can prevent services that are more extensive in the future, and is much easier and cheaper to treat in its early stages.

If your Medicaid patients have questions about dental services, they can call Liberty Dental at **1-866-609-0418** or visit **[Libertydentalplan.com/NVMedicaid](http://Libertydentalplan.com/NVMedicaid)**.

## Member Services

Health Plan of Nevada Medicaid/  
Nevada Check Up..... **1-800-962-8074**

## Provider Services

Toll-Free..... **1-800-745-7065**

## Pharmacy Services

Pharmacy..... **1-800-443-8197**  
Fax Toll-Free..... **1-800-997-9672**

## Prior Authorization

Toll-Free..... **1-800-288-2264**  
Fax Toll-Free..... **1-800-282-8845**

## Business Hours:

Mon.–Fri., 8 a.m.–5 p.m.

TTY users dial **711**.



HEALTH PLAN OF NEVADA  
A UnitedHealthcare Company



SIERRA HEALTH AND LIFE  
A UnitedHealthcare Company

Health plan coverage provided by Health Plan of Nevada.  
Insurance coverage provided by Sierra Health and Life.