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PROVIDER NEWS

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Want to receive our *Provider News* and other communications via email?
Submit your information to us using the QR code to the right or select [here](#).



COVID-19 information

UniCare Health Plan of West Virginia, Inc. is closely monitoring COVID-19 developments and how the novel coronavirus will impact our customers and provider partners. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention (CDC) to help us determine what action is necessary on our part.

For additional information, reference the *COVID-19 information* section of our [website](#).

UWVPEC-1383-20

ADMINISTRATION

What is CAHPS?

Consumer Assessment of Healthcare Providers and Systems (CAHPS)[®] surveys are considered to be the gold standard for patient experience measurement. CAHPS surveys are designed to focus on what patients think is important about healthcare delivery. Collecting and analyzing member experience helps managed care organizations identify medical and behavioral health aspects of care or service performance that do not meet member expectations. CAHPS member experience survey is administered annually by a National Committee for Quality Assurance (NCQA) certified survey vendor.

CAHPS survey response rates for MY2020 were:

- Adult — 21.60% (289 completed surveys).
- Child — 22.54% (371 completed surveys).

The detailed report can be found on our [website](#).

UWV-NL-0485-21



CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

It is CAHPS survey time!

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an annual standardized survey conducted between February and May to assess consumers' experience with their providers and health plan. A random sample of your adult or child patients may receive the survey.

More than half of the questions used for scoring are directly impacted by providers. These questions are:

- When you needed care right way, how often did you get care as soon as you needed?
- How often did you get an appointment for a check-up or routine care as soon as you needed?
- How often was it easy to get the care, tests, or treatment you needed?
- How often did you get an appointment to see a specialist as soon as you needed?
- How often did your personal doctor seem informed and up-to-date about the care you got from other doctors or other health providers?
- How would you rate your personal doctor?
- How would you rate the specialist you see most often?
- How would you rate all your healthcare in the last six months?



Interested in how you can improve CAHPS performance?

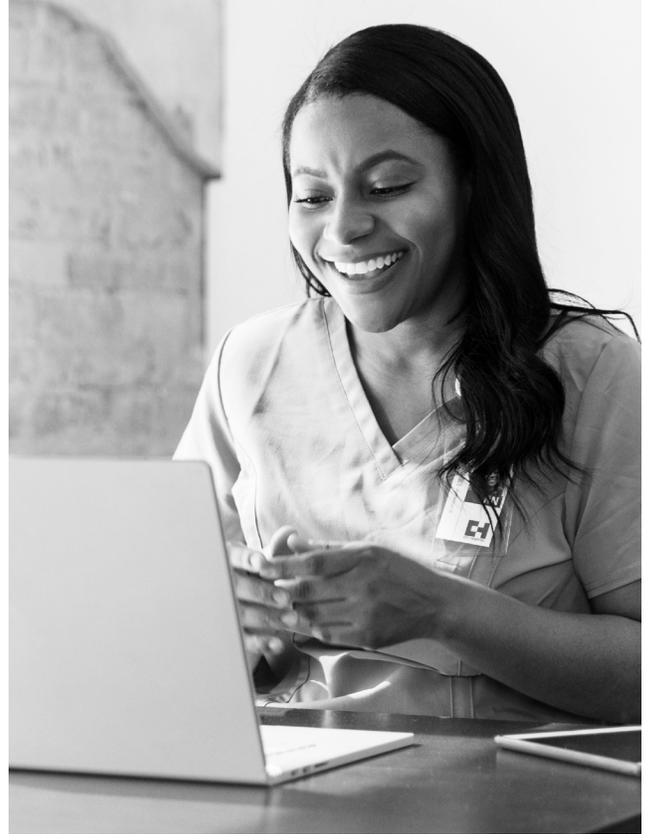
UniCare Health Plan of West Virginia, Inc. offers an online course for providers and office staff designed to learn how to improve communication skills, build patient trust and commitment, and expand your knowledge of the CAHPS survey. The *Improving the Patient Experience* course is available at no cost and is eligible for one continuing medical education (CME) credit by the American Academy of Family Physicians. It can be accessed [online](#).

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CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

What Matters Most: Improving the Patient Experience

Are you looking for innovative ways to improve your patients' experiences? Numerous studies have shown that a patient's primary healthcare experience and, to some extent, their healthcare outcomes are largely dependent upon healthcare provider and patient interactions. UniCare Health Plan of West Virginia, Inc. has an online learning course titled *What Matters Most: Improving the Patient Experience*. It addresses gaps in and offers approaches to communication with patients. This curriculum is available at no cost to providers and their clinical staff nationwide.



Did you know?

- Substantial evidence points to a positive association between the patient experience and health outcomes.
- Patients with chronic conditions, such as diabetes, demonstrate greater self-management skills and quality of life when they report positive interactions with their healthcare providers.
- Patients reporting the poorest-quality relationships with their physicians were three times more likely to voluntarily leave the physician's practice than patients with the highest-quality relationships.

How will this benefit you and your office staff?

Through the use of compelling real-life stories that convey practical strategies for implementing patient care, providers learn how to apply best practices. You'll learn tips and techniques to:

- Improve communication skills.
- Build patient trust and commitment.
- Expand your knowledge of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey.

Questions?

If you'd like to learn more about *What Matters Most: Improving the Patient Experience*, visit the [course website](#).

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CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

ADMINISTRATION — DIGITAL TOOLS

Get faster payments with EFT

Effective November 1, 2021, **EnrollSafe*** replaced Enrollhub® from the Council for Affordable Quality Healthcare, Inc. (CAQH) as the electronic funds transfer (EFT) enrollment website at no cost to UniCare Health Plan of West Virginia, Inc. providers.

EnrollSafe is safe, secure, and available 24-hours a day

Log onto the EnrollSafe enrollment hub at <https://enrollsafe.payeehub.org> to enroll in EFT. You will be directed through the EnrollSafe secure website to the Registration page, where you will provide the required information to create an account and then Enroll to supply your banking information.

Already enrolled in EFT through CAQH Enrollhub?

If you were previously enrolled in EFT through CAQH Enrollhub, no action is needed unless you are making changes. Your EFT enrollment information will not change as a result of the new enrollment hub.

If you have changes to make, use <https://enrollsafe.payeehub.org> to update your account.

For more information or additional questions regarding the EnrollSafe Enrollment Hub portal, the provider can contact the Support team by calling **877-882-0384**, Monday through Friday 9 a.m. to 8 p.m. ET.

**EnrollSafe is a tool developed by Zelis Payments, an independent organization offering electronic fund transfer services on behalf of UniCare Health Plan of West Virginia, Inc.*

UWV-NL-0476-21

POLICY UPDATES — PRIOR AUTHORIZATION

Prior authorization updates for medications billed under the medical benefit

Please note, inclusion of a national drug code on your medical claim will help expedite claim processing of drugs billed with a not otherwise classified (NOC) code.

Visit the [Clinical Criteria website](#) to search for the specific *Clinical Criteria* listed below.

Effective for dates of service on and after March 1, 2022, the following medication codes billed on medical claims from current or new *Clinical Criteria* documents will require prior authorization.

<i>Clinical Criteria</i>	HCPCS or CPT® codes	Drug
ING-CC-0184	J9348	Danyelza
ING-CC-0186	J9353	Margenza*
ING-CC-0190	J3490, J3590	Nulibry

* Margenza (J9353) is covered for West Virginia Medicaid members over the age of 16. Margenza (J9353) is not covered for West Virginia CHIP plan members.

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