

Vital Signs

HFHP Claims Update

As Health First Health Plans continues in partnership with Oscar to support key operational tasks to improve our members' and providers' experience, we have become aware of some claims configuration issues that have resulted in incorrect and/or delayed payment.

We are actively working on resolving these issues and expect resolution in the coming weeks. However, if you have a question or concern regarding your claims, please contact the Customer Care Team at 1-844-522-5278. They will help you navigate next steps and, depending on the issue, determine if a formal dispute should be filed.

HFHP HOS Topic

Mental Health Awareness

May is Mental Health Awareness Month. Millions of Americans are living with a mental illness. But mental health affects everyone. Mental health includes our emotional, psychological, and social well-being at every age and stage of life. Just as diabetes impacts blood sugar regulation, mental illnesses like mood, psychotic, or anxiety disorders can impact a person's mood, thinking, and behavior.

What can providers do?

Stop the stigma

Assess the level of mental health for your entire panel

Refer to specialists and monitor effectiveness of treatment

Seek to understand insurance benefits

Continue to advocate for your patients if additional services are needed (like behavioral case management)



Statistics from National Alliance on Mental Illness (NAMI)

- 1 in 5 U.S. adults experience mental illness each year
- 1 in 20 U.S. adults experience serious mental illness each year
- 1 in 6 U.S. youth aged 6-17 experience a mental health disorder each year
- 50% of all lifetime mental illness begins by age 14, and 75% by age 24
- Suicide is the 2nd leading cause of death among people aged 10-34

Resources

[Basics | MentalHealth.gov](#)

[Home | NAMI: National Alliance on Mental Illness](#)

[NIMH » Help for Mental Illnesses \(nih.gov\)](#)

ISSUE

HIGHLIGHTS:

Claims Update

Mental Health Awareness

2021 Top Performing
Independent PCPs

Provider Network and
Engagement

Log in to our secure
provider portal at
**[myAHplan.com/
myportal](https://myAHplan.com/myportal)**

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Revenue Operations

The Results are in!!!

2021 Top Performing Independent PCPs
Congratulations for a Job Well Done!!!

2021 Clinical Documentation
Improvement Highest Percent Received
– Risk Adjustment

AdventHealth Employed PCPs

PCP Name	Member Count	Members Received	% Recd.
50 or Less Attributed Members			
St James III, Luther	49	48	98%
Townsend, Michael	48	47	98%
Karakossian, Samira	39	38	97%
51 – 99 Attributed Members			
Cohen, Hezi	61	61	100%
Keller, Kimberly	57	56	98%
Ceballos, Jecebu	87	84	97%
100 – 150 Attributed Members			
Malan, Kathryn	105	98	93%

AdventHealth Independent PCPs

PCP Name	Member Count	Members Received	% Recd.
50 or Less Attributed Members			
Edwards, Samuel	32	32	100%
Garrett, Patrick	45	43	96%
Cork, Steven	45	43	96%
51 – 99 Attributed Members			
Newton, Brittany	54	54	100%
Dorman, Matthew	77	76	99%
O'Donnell, Erica	55	51	93%
100 – 150 Attributed Members			
Carpenter, David	107	104	97%
Maxwell, Marvin	112	105	94%
Rankin, Bruce	118	107	91%

*Providers listed were equal or greater to 90% compliant.

Q2 Member Communications

The collaterals that are going to be sent to members in the second quarter of 2022 are:

Q2 2022

Personalized Health Report	April 5 Q2 MA
Newsletter	April 15
Medication Adherence – Email	April 24-30 Sun
Safety Packet	May 12
Donut Hole Edu – Mail/Email	May 23-June 9 Q2
CHA Reminder Mail/Email	June 1-8
HOS Mailer	June 30