

Vital Signs

ISSUE HIGHLIGHTS:

Claims Update

New Post-Discharge
Workflow

Mental Health Awareness

2021 Top Performing
Independent PCPs

Member Communications

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Log in to our secure
provider portal at
myHFHP.org/login

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 1.844.522.5282. They will help you navigate next steps and, depending on the issue, determine if a formal dispute should be filed.

HFHP Clinical Operations

New Post-Discharge Workflow

Health First Health Plans (HFHP) has launched a new post-discharge workflow for all patients with HFHP Medicare Advantage (MA) and Individual Exchange ("ACA") insurance plans. This new process eliminates duplicate phone calls to patients and, thus, simplifies their experience during the sensitive period after hospitalization at a Health First hospital.

Effective on April 19, 2022, patients discharged as of April 18, 2022, will be incorporated into the new process.

Process overview:

- High and moderate risk HFHP patients with an attributed primary care provider (PCP) will receive a call from HFHP Case Management (CM) facilitating the transition of care. Higher risk patients will have continued case management for up to 30 days post discharge.
- All HFHP patients with an attributed PCP will be scheduled to see their PCP by Centralized Scheduling. The timing of the appointment will be based on their readmission risk.
- High risk surgical patients with an existing post-surgical follow-up appointment will be scheduled with their PCP, regardless of the presence of a post-surgical appointment.

Important to note:

- The process above applies to all HFHP MA and ACA patients discharging from a Health First hospital, regardless of the reason for admission.
- PCPs billing for TCMs can anticipate no change to billing workflows. Please bill as per usual.
- The information above serves as notification that patients are being managed post-discharge by HFHP CM team as they do not document in Athena.

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 \(nih.gov\)](#)



Revenue Operations

The Results are in!!!

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

2021 HIGHEST % Clinical Documentation Improvement Risk Adjustment – HFHP Independent PCPs

PCP Name	Member Count	Members Received	% Recd.
50 or Less Attributed Members (104)			
Thiha, San Htut	46	46	100%
Pinsky, Mark	29	29	100%
Silverman, Gary	13	13	100%
51 – 99 Attributed Members (37)			
Kearney, James	77	76	99%
Hardoon, Scott	91	87	96%
Bhatt, Ami	81	78	96%
100 – 150 Attributed Members (26)			
Hardoon, Gary	140	135	96%
Ireland, Brian	117	111	95%
Chan, Edwin	118	111	94%
151 – 199 Attributed Members (4)			
Gobivenkata, Balaji	169	156	92%
Win, Myo	161	146	91%
200+ Attributed Members (5)			
Rocourt, Marissa	236	211	89%
Rigdon, Randall	259	222	86%
Reddy, Manohar	215	181	84%

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

Q2 Member Communication

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