

# ProviderReport



## New dental partnership



Effective **August 1, 2019**

Michigan Complete Health has transitioned to Envolve Dental to provide dental services.

Envolve Dental has a robust network of dental providers throughout Southeast Michigan and will help further improve delivery of person centered care for our members.

### When referring members for dental services:

- Direct the member to call Michigan Complete Health Member Services at **1-844-239-7387 (TTY: 711)** to find a dentist or specialist.

- Encourage members to visit **<https://providersearch.michigancompletehealth.com/>** to search and contact a dentist near them.

For questions on the dental benefit, process or transition, contact the Provider Relations team at **contracting@michigancompletehealth.com** or **1-844-239-7387**.

For more information on Envolve Dental visit **<https://dental.envolvehealth.com/>**.

## 2019 Provider Satisfaction Survey

Michigan Complete Health will soon be conducting our annual Provider Satisfaction survey. It is our hope you will complete the survey and return it as soon as possible. We value your feedback and plan to use it to identify opportunities for improving the quality of services provided.

All survey respondents who submit their responses by **September 20, 2019** will be entered into a drawing to win one of five \$150 VISA gift cards.

Thank you in advance for your willingness to complete the upcoming Provider Satisfaction survey.

# Updated Formulary List

DATE OF CHANGE	DRUG NAME	CHANGE	DATE OF CHANGE	DRUG NAME	CHANGE
3/1/2019	NORVIR	Removed	5/1/2019	PEG-INTRON REDIPEN KIT	Removed
3/1/2019	PEGASYS PROCLICK	Removed	5/1/2019	ONE DAILY PLUS IRON	Removed
3/1/2019	TRIAMCINOLONE ACETONIDE	Removed	6/1/2019	HYDROMORPHONE HCL SOLN IJ 2 MG/ML	Removed
3/1/2019	CLINIMIX 2.75%/ DEXTROSE 5%	Removed	6/1/2019	RANEXA TAB 500/1000 MG	Removed
3/1/2019	FENOFIBRATE TABS 160 MG	Removed	7/1/2019	TEKTURNA TAB 150/300 MG	Removed
3/1/2019	AMIFOSTINE SOLR	Removed	7/1/2019	RESCRIPTOR	Removed
3/1/2019	TETANUS/DIPHThERIA TOXOIDS-ADSORBED SUSP	Removed	7/1/2019	LEVOLEUCOVORIN	Removed
3/1/2019	KETOPROFEN CAPS 50 MG	Removed	7/1/2019	DAKLINZA TABS 90 MG	Removed
3/1/2019	TRIAMTERENE & HYDROCHLOROTHIAZIDE CAPS 50 MG-25 MG	Removed	7/1/2019	DIAZEPAM GEL RE 20 MG, 2.5 MG	Removed
3/1/2019	ADVAIR DISKU AER 100/50 250/50 500/50	Removed	7/1/2019	EXJADE TAB 125/250/500 MG	Removed
4/1/2019	ELIDEL CRE 1%	Removed	7/1/2019	LETAIRIS TAB 5/10 MG	Removed
4/1/2019	NUTRESTORE PACK	Removed	7/1/2019	VALSTAR SOL 40 MG/ML	Removed
4/1/2019	PRALUENT SOSY 75 MG/ML	Removed	7/1/2019	FASLODEX INJ 250/5 ML	Removed
4/1/2019	REMODULIN INJ 1/2.5/5/10 MG/ML	Removed	8/1/2019	KLARITY-A	Removed
5/1/2019	FARESTON TAB 60 MG	Removed	8/1/2019	POTIGA TABS 50/200/400 MG	Removed
5/1/2019	SABRIL TAB 500 MG	Removed	8/1/2019	SENSIPAR TAB 30/60/90 MG	Removed
5/1/2019	ZOVIRAX 5% Cream	Removed	8/1/2019	TARCEVA TAB 25/100/150 MG	Removed
5/1/2019	RAPAMUNE SOL 1 MG/ML	Removed	8/1/2019	TRACLEER TAB 62.5/125 MG	Removed
5/1/2019	MUSTARGEN SOLR	Removed	8/1/2019	LOTEMAX SUS 0.5%	Removed
5/1/2019	ASACOL HD TBEC	Removed			

LEARN MORE: You can always check Michigan Complete Health's up-to-date Drug List which includes the procedures for prior authorization and other guidelines such as step therapy, quantity limits and exclusions, at <https://mmp.michigancompletehealth.com/mmp/prescription-drug-part-d.html>. If you have questions call Envolve Pharmacy Solutions at 1-888-865-6567.

# Medical Records Standards

Michigan Complete Health providers must keep accurate and complete medical records. Such records will enable providers to render the highest quality healthcare service to members. They will also enable Michigan Complete Health to review the quality and appropriateness of the services rendered. To ensure the member's privacy, medical records should be kept in a secure location. Michigan Complete Health requires providers to maintain all records for members for at least ten years.

## Results of the 2018 Medical Record Standards Review for Providers

Medical records must be prepared and compliant in accordance with all applicable State and Federal rules and regulations. Medical record standards ensure each contracted provider furnishing services to Michigan Complete Health members maintains medical records in a current, detailed and organized manner and which permits effective member and confidential member care and quality review. The sample of member medical records reviewed for 2018 included 60 medical records of members cared for in 2018 by primary care and specialty providers. The medical records were selected on a random sample of cases pulled of members with a chronic condition

of diabetes, hypertension or both. The sample provided a baseline understanding of the medical record documentation for members of the health plan. The majority of medical records passed medical record standards at 92%-100%. There were four areas noted for improvement and were present in less than 88% of the records.

### Opportunities noted for improvement were in the following areas:

1. Documentation of risk factors for the member relevant to the particular treatment,
2. Evidence that an Advance Directive has been offered to adult members,
3. Prescribed medications to include not only dosage but also dates of initial or refill prescriptions and
4. For problem lists to include psychological conditions

The health plan communicates medical record minimum requirements to contracted providers through a variety of mechanisms including; Michigan Complete Health website, Provider Manual and Provider Newsletters. In 2020 Michigan Complete Health Quality Improvement department will follow up on any medical record review that met less than 88% of the standard and will evaluate a larger sample of medical records from primary

care and specialty providers. The results of this review were shared at the June 2019 quarterly Quality Improvement Committee meeting. For more information on Medical Records Standards, see pages 45-46 of the Michigan Complete Health Provider Manual or contact the Provider Relations Team.

## Provider resource corner

Contact Michigan Complete Health at the number below for all matters dealing with credentialing and recredentialing, claims, billing, medical management, quality, compliance or any general questions.

- **1-844-239-7387**
- New prior authorization fax: **1-833-783-3178**
- **contracting@michigancompletehealth.com**
- **www.michigancompletehealth.com**
- Secure provider portal login: **provider.michigancompletehealth.com/sso/login**
- Claims disputes can be mailed or faxed to:  
**Michigan Complete Health  
Attn: Claims  
P.O. Box 3060  
Farmington, MO 63640  
Fax: 1-844-276-9874**

Please note our phone menu options have changed.

## Reminder balance billing is prohibited

Members of Michigan Complete Health **cannot** be balance billed by any provider for any reason for covered services. Existing Medicare limitations on beneficiary liability set out in Social Security Act s.1879 apply to members enrolled in Michigan Complete Health. **Balance billing is prohibited** under the terms of your provider agreement with Michigan Complete Health.

Please don't hesitate to reach out to the Provider Relations team with any questions.

# Michigan Complete Health Outpatient Imaging Program

In an effort to continue promotion of quality improvement for services provided to our members, Michigan Complete Health utilizes National Imaging Associates, Inc. (NIA) to provide the management and prior authorization of non-emergent, advanced, outpatient imaging services.

**Effective July 1, 2019** services managed and authorized by NIA include **outpatient:**

- CT/CTA
- MRI/MRA
- PET Scan
- CCTA
- MUGA Scan
- Myocardial Perfusion Imaging
- Stress Echocardiography
- Echocardiography

Prior authorization is required for specific outpatient radiology procedures.

To obtain a prior authorization or get additional information on NIA you can:

- Call NIA at 1-800-424-4926
- Visit the NIA website at **www.RadMD.com**
- Refer to the NIA FAQs or presentation at <https://www.michigancompletehealth.com/providers/resources/national-imaging-associates.html>

## Provider **TRIVIA** contest

Take Our Quiz! **Win a \$25 Gift Card!**

**TOPIC:** Summer/Fall Provider Report. Answer **TRUE** or **FALSE** to each question.

**QUESTION 1:** Michigan Complete Health's new dental provider is Envolve Dental.

TRUE  FALSE

**QUESTION 2:** As of July 1, 2019 NIA will provide the management and prior authorization of non-emergent, advanced, outpatient imaging services.

TRUE  FALSE

**QUESTION 3:** Balance billing is prohibited under the terms of your provider agreement with Michigan Complete Health.

TRUE  FALSE

Provider Name \_\_\_\_\_ Staff Name \_\_\_\_\_

Address \_\_\_\_\_ Phone # \_\_\_\_\_

**Print/copy and fax this completed page by Friday, October 4, 2019 to 844-276-9874** or email to **contracting@michigancompletehealth.com**. One submission per office and one winner per quarter. The winning office will be notified and the gift card delivered by a Provider Relations Team.