



In this Issue:

- Mental Health Provider Added
- Quality Measures Spotlight
- Same Time, More Money
- PHE Renewal
- Security Reminder
- 2022 Recruitment

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NEW MENTAL HEALTH PROVIDER ADDED TO SILVER STATE ACO PREFERRED PROVIDER NETWORK

Research, analysis, and convincing cause and effect findings generally take years before definitive conclusions are drawn. But recent studies have confirmed what the general public already knows - there is no doubt that the COVID-19 pandemic has had a negative effect on mental health in the general population. For those who suffered prior to the pandemic, there may have been obstacles to getting care as usual while symptoms may have been exacerbated by fear and/or social distancing. There was also a dramatic rise in mental health issues for those who never experienced symptoms previously. The pandemic has impacted the numbers of people suffering. But, perhaps, there's also a silver lining. The availability of new approaches to providing care, and payers' willingness to pay for it, are also a result of the pandemic.

Silver State ACO has recently added a mental health care provider to its Preferred Provider Network: HealthLinkNow (HLN). HLN offers telemedicine services, provided by a team of psychiatrists and licensed clinicians.

Please remember that, by definition, all Silver State ACO beneficiaries are Medicare fee-for-service and maintain their right to see any Medicare provider they wish to. Therefore, SSACO cannot mandate them, nor our Participants, to utilize any particular specialists. We do, however, contract with providers who have exhibited the same focus as Silver State ACO – providing excellent patient-focused care at the right time and in the right setting. Patients trust their doctor and, therefore, whatever specialist he/she may recommend. Please refer your



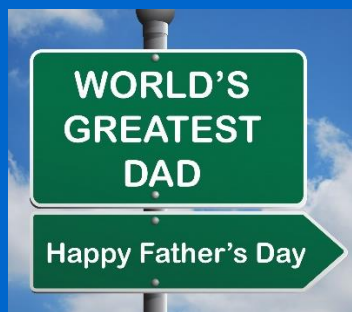
Next Practice Meetings:
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September 29, 2021
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Express gratitude.
Remember to reach out on
Father's Day, Sunday, June 20th

patients to specialists on the Silver State ACO Preferred Provider Network list whenever possible. For your convenience, the current list is attached to the email to which this newsletter was attached.

See additional details about HealthLinkNow, including contact information, below:

HealthLinkNow (HLN) is a dedicated network of psychiatrists and licensed clinicians who care for patients via telehealth. HLN provides support to individuals experiencing various mental health challenges and is focused on helping them to meet their short term and long term treatment goals.

Our platform is secure, mobile, convenient and easy to use.

Our care navigators strive to provide a positive patient experience and are readily available to walk members through every step of their journey with HLN, including the on-boarding process, helping them reschedule follow up appointments as needed and will answer any questions along the way.

Our online patient portal allows patients to see their appointments, view their health records, make refill request and stay in contact with their treatment team.

Patients are assigned a provider based on their availability and requested specialties.



Personal, private and online.

We can help patients with:

- Depression and Bipolar Disorder
- Anxiety and Obsessive-Compulsive Disorder
- PTSD, Panic Disorder and Agoraphobia
- Substance use and alcohol addiction
- Eating disorders and self-esteem issues
- Relationship problems
- Coping with the COVID-19 pandemic
- Child & Adolescent providers
- Group Therapy

Telemedicine features:

- Convenience & Flexibility
- Patients connect with a psychiatrist &/or a licensed clinician from the comfort of their own home
- Evening and weekend appointments available
- Outcomes are equivalent to in-person care
- Appointments are made according to patient request, typically within one to two weeks of the initial call

HealthLinkNow is in network with several insurance providers.
Please contact us if you have any insurance coverage questions.



We can connect you to the right care,
when you need it. Call 888-880-8443



HealthLinkNow

888-880-8443 | Fax: 916-669-1214
healthlinknow.com

Providers are on the clinical and medical staff of HealthLinkNow but, with limited exceptions, are independent practitioners who are not employees or agents of HealthLinkNow. The facility shall not be liable for actions or treatments provided by providers. For language assistance, disability accommodations and the non-discrimination notice, visit our website. TRICARE® is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved. 183423-5095 1/18 HealthLinkNow is a subsidiary of Universal Health Services (UHS).

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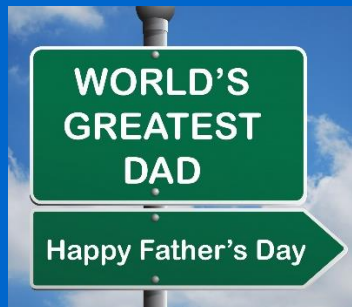
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QUALITY MEASURES SPOTLIGHT

Tobacco Use Screening and Cessation Intervention

The Centers for Medicare and Medicaid Services (CMS) requires the ACO to report several Quality Measures on behalf of our Participant Practices. This month we are focusing on the “*Tobacco Use Screening and Cessation Intervention*” measure.

CMS requires all patients over the age of 18 to be screened for tobacco use (both smoked and smokeless tobacco use) at least once every 2 years. CMS does **NOT** consider Marijuana and e-cigarettes to be a form of tobacco use.



SPOTLIGHT

If the patient uses any type of tobacco, CMS requires that the patient receive tobacco cessation intervention at least once every 2 years. This can either be brief counseling (3 minutes or less) and/or prescriptions to assist in tobacco cessation. CMS does not consider E-cigarettes to be a type of smoking cessation. Concepts, such as brochures and pamphlets, may be supplied to the patient if they are accompanied by verbal counseling and it is documented within the patients chart.



When auditing your charts for measure compliance, your assigned Quality Coordinator will first confirm if the patient has had a tobacco screening. If the patient has had multiple screenings in the last 2 years, only the most recent screening will be used.

If it is confirmed that the patient is a tobacco user, the Quality Coordinator will then review the patient’s encounters (starting with the most recent date of service) for a documented cessation intervention during 2020 or 2021.

Screening for tobacco use and cessation intervention may be completed during a telehealth encounter.

Please reach out to your Quality Coordinator if you have any questions or need help meeting this measure.

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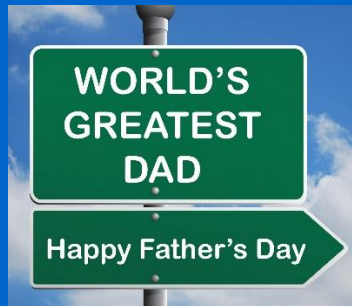
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Same amount of work.

Would you Rather be Paid \$50 or \$200?

As we've reminded you before, CMS will pay for a TCM (Transitional Care Management) visit. Yet, it seems that some of our participant practices are not taking advantage of this. Perhaps we can make the



importance – to your practice, in particular – more tangible. You can spend the same amount of time during a patient visit yet, perhaps, earn four times the money for doing the same thing... if you code correctly. Many of our practices are doing exactly

that.

Silver State ACO Participants are notified, by the Experian eCarenext system, that a patient has been discharged from the hospital. CMS has made it easy to provide the TCM visit and to bill for it:

- a. Contact the patient within two business days of discharge. (This is made possible by the Experian notification system which lets you know – in time – that your patient has been discharged),
- b. Provide certain non-face-to-face services such as reviewing discharge information, diagnostic tests, or educating the patient, family or caregiver,
- c. Furnish a face-to-face visit (within 7 or 14 days, depending on complexity of the visit. The sooner the better – for the patient as well as the availability of a higher paying CPT code),
- d. Do a medication reconciliation.



A few additional notes:

Silver State ACO's care coordination provider - US Health Systems (USHS) - reaches out to every discharged patient. If possible, they do a complete interview with the patient (telephonically), including detailing a list of medications as reported by the patient. They reinforce the benefit of the patient seeing his/her PCP – you – and, if needed, assist in scheduling the appointment by reaching out to your office. They create a document (TOC – Transitions of Care) which is then faxed to your office. If you are not receiving TOCs, please reach out to USHS.

Please cooperate with USHS to the fullest. They are here to assist Silver State ACO and all its Participant practices. Indeed, you needn't

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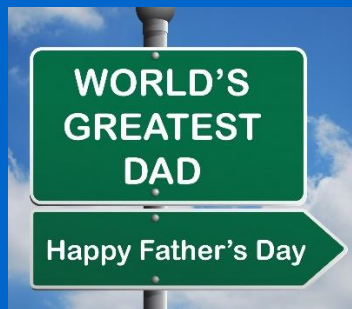
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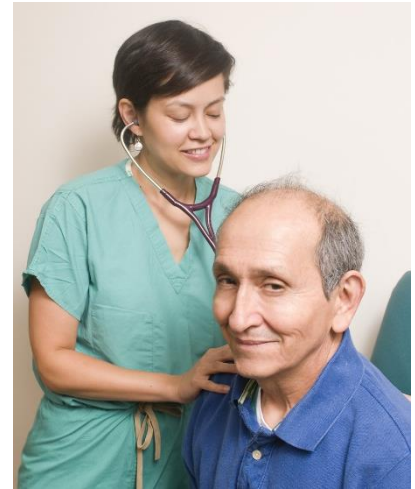


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wait for them to reach out to you. If you need an extra set of eyes – or ears or hands – to assist with a patient you know is fragile or suspect could end up in the hospital, please reach out to USHS for assistance. There is no cost to you or the patient.

USHS can be reached at 833-208-0588

If you are not already using the Experian notification system – please reach out to your quality coordinator for additional information or to request login access for others in your practice. This system is provided to SSACO Participants free of charge. It benefits everyone – patients see their PCPs sooner after discharge thereby reducing the risk or readmission substantially; your practice increases the reimbursement it earns for seeing the patient; every readmission which is avoided lowers the overall cost for Silver State ACO, as a whole, and thereby increases the likelihood of earning shared savings.



And, if Silver State ACO earns Shared Savings from CMS for distribution to the Participants, that means more money in your practice “pocket”.

Increased revenue to you and happier, healthier patients. Win. Win. Additional details about the CMS Transitional Care Management Services program are attached to this email.

Public Health Emergency

On April 15th, Congress extended the Public Health Emergency, established because of the COVID-19 pandemic, for an additional 90 days. Current waivers and billing changes will remain in place at least until it expires.

We encourage you to establish good workflows and a system of checks and balances that will allow an easy transition back to “normal” systems when the PHE expires.

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Security Reminder

Summer brings a feeling of fun and freedom. Days are longer, giving us more time to enjoy with family and friends. Please remember that security does not take a vacation. The “bad guys” are on the lookout for those who let their guard down. Please remember to reinforce the importance of protecting data. Remind all staff members to log out of terminals and systems before stepping away, and to notify a supervisor of any questionable emails or behaviors. Summer is not that much fun if there’s a data breach.



Speaking of “Better Safe than Sorry”...

The CDC reminds all that the best way to avoid the spreading of COVID-19 – or any other diseases – is frequent and thorough hand washing.

It’s June...

There’s still a little time to have your practice recommend others for participation in Silver State ACO for the 2022 performance year. However, time is running very short. So, please let us know of any quality practices who you think might benefit from joining Silver State ACO – who would also be a benefit to us! You may reach out directly to Rena Kantor, Director of Operations, at 702-751-0945.

2021 Practice Meeting Dates

Join us to meet other Participants, learn about ACO and CMS requirements, find out about new opportunities and pick up good information from other successful practices.

Southern Nevada:

Currently scheduled: Two sessions (7:30 and 11:30 a.m.) each of the following dates:



Wednesday, September 29th
at Desert Springs Hospital

Wednesday, November 3rd
at Summerlin Hospital

Rhonda Hamilton, COO, (left) with Ruby Casillan (Las Vegas Medical Group), raffle winner at the May 5th Southern Nevada practice meeting.

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Dr. James Atkinson, Bariatric surgeon with Desert Springs Medical Group, (surgical weight control center) addressing the Southern Nevada practice meeting on May 5th.

Northern Nevada:

Currently scheduled: at 5 p.m. at Sparks Medical Building each of the following dates: Thursdays, September 30th and November 4th



Northern Nevada Silver State ACO Participant practice managers at the May 4th meeting.



Left: Rhonda Hamilton with Dr. Swanson, (Alpine Family Medicine) raffle winner at the May 4th practice meeting in Northern Nevada. Right: Jessica Shepard, Quality

Supervisor, addressing attendees regarding updated quality measure requirements.

Additional Resources

US Department of Health and Human Services Guidance re: Telehealth

<https://telehealth.hhs.gov/>

Comprehensive information about Medicare billing/ COVID-19:

<https://www.cms.gov/files/document/03092020-covid-19-faqs-508.pdf>

CMS:

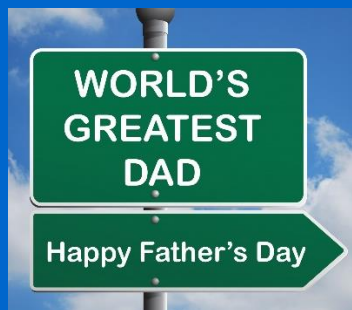
<https://www.cms.gov/files/document/summary-covid-19-emergency-declaration-waivers.pdf> . Additional information about COVID-19 and reopening can be found at: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-risk-assessment-hcp.html> and at <https://www.cdc.gov/coronavirus/2019-ncov/hcp/return-to-work.html>.

Covered influenza, clinical diagnostic / COVID-19 lab tests:

<https://www.cms.gov/files/document/covid-ifc-2-flu-rsv-codes.pdf>

OIG Exclusions Program and searchable database:

<https://oig.hhs.gov/exclusions/index.asp>



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GRATITUDE:

“As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.”

John F. Kennedy (1917-1963. 35th President of the United States)



STAY SAFE AND HEALTHY.



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