



# the Communicator

ISSUE 1 • 2023 • MHS' NEWSLETTER FOR PHYSICIANS

## ***In This Issue:***

- MHS Healthy Celebrations Events
- Behavioral Health HEDIS® Trainings
- Blog Roundup
- Summit Award Winner
- New Medical Director Spotlight

## **Host an MHS Healthy Celebration Event**

MHS Healthy Celebration events focus on getting members in need of service to the doctor's office to receive the preventive care they need. MHS partners with a PMP office to schedule a specific day and time (at least four hours) for the event. On the day of the event, MHS members in need of service will visit the office and receive specialty care and screenings for:

- Children's Health: EPSDT/Well-Child (lead screen as age-appropriate)
- Women's Health: Mammography & Chlamydia

Before and after the visit, the family can enjoy games, prizes, and refreshments. Before they leave the doctor's office, each household receives a goody bag full of MHS informational materials, giveaways, and a healthy snack.

Are you interested in partnering with MHS for a Healthy Celebration Event? Please reach out to your area's assigned MemberConnections® Representative, as outlined in the included map.

The Healthcare Effectiveness Data and Information Set (HEDIS®) provides a standardized set of measures from the National Committee of Quality Assurance (NCQA) to measure clinical quality performance. HEDIS® helps Health Plans and network providers to understand the quality of care being delivered to members, identify network performance gaps, and drive the design of programs and interventions to improve quality care and outcomes.

## **Behavioral Health HEDIS® Trainings**

Several new on-demand training opportunities in support of behavioral health HEDIS® measures are now available for medical and behavioral health providers.

These trainings allow us to share strategies to positively impact quality care and outcomes for our members, assisting providers in recognizing the intent of the behavioral health HEDIS® measures and Experience of Care and Health Outcomes (ECHO) Survey.

Each training is only 8-20 minutes and is a valuable resource for medical and behavioral health providers, including licensed and unlicensed health care professionals and office staff.

Click on the below links to register and view the trainings.

### **Medicaid and Medicare HPRS Measures**

- [Initiation and Engagement, Follow-Up After Emergency Department or High Intensity Care for Substance Use Disorders: Optimizing the IET, FUA, and FUI HEDIS® measures](#)
- [Strategies to Improve Cardiovascular, Diabetes, and Metabolic Monitoring: APM, SSD, SMC, and SMD HEDIS® Measures](#)
- [Follow-Up Care After a Hospital or Emergency Department Visit for Mental Illness: Optimizing the FUH and FUM HEDIS® Measures](#)
- [Antidepressant Medication Management and Antipsychotic Medication Adherence: Optimizing the AMM and SAA HEDIS® Measures](#)

### **Marketplace (Ambetter) QRS Measures**

- [Antidepressant Medication Management, Follow-Up After Hospitalization for Mental Illness, and Initiation and Engagement of Substance Use Disorder Treatment: Optimizing the AMM, FUH, and IET HEDIS® Measures](#)

### **Medicare, Medicaid and Marketplace BH ECHO**

- [Enhancing Member Experience with Behavioral Health Care Services: Experience of Care and Health Outcomes \(ECHO\) Survey](#)

## On the Blog Lately

Have you checked out the MHS blog recently? We share press releases, member and provider information and more. Below are a few articles that might be of interest to you and your office.

- [Webinar for Wellcare Providers: How Primary Care Providers Can Help Prevent Elder Suicide: A New Guide to Geriatric Suicide Safer Care](#)
- [MHS Provider Enrollment, Demographic Updates and Address Limitation](#)
- [Wellcare By Allwell Changing Peer-to-Peer Review Request and Elective Inpatient Prior Authorization Requirements for Medicare Advantage Plans](#)
- [Reminder: Update and Certify Provider Data in CMS' National Plan & Provider Enumeration System \(NPES\)](#)
- [Special Needs Plan Model of Care Self-Study Program](#)

## MHS Honors Columbus Regional Health with Summit Award

MHS is pleased to honor Columbus Regional Health (CRH). They have been given a national award. The award is for providing excellent care and services.

The Summit Award for Excellence in Care is given to CRH for going above and beyond to provide health care to Columbus and southern Indiana counties.

CRH met 11 clinical measures, including childhood immunizations, adult access to preventive care and diabetic health. CHR was also fully engaged in the Continuity of Care program to improve healthcare outcomes for members with chronic or suspected chronic conditions.

With this Summit Award, we thank them. They continue to help Hoosier families live healthy lives.

Congratulations!



## FACES OF MHS:

### Dr. Richard Cox, Senior Medical Director

Richard Cox joined the MHS team as a medical director at a unique time. He was only in the office for about four weeks prior to the pandemic, which means he's experienced a lot of change in his brief time with the company.

We chatted with him about his work, his philosophy on healthcare and much more. Keep reading to get to know Dr. Cox.

**Q: Describe in your own words what your role is and what a typical week looks like for you.**

**A:** *Half of my time is spent in case review, whether it's a new request or an appeal. One of the things I enjoy most is the peer-to-peer calls. Part of the reason is because I've been on the other side. So, when we're having those conversations, we know we've all been in practice and know the goal is to give appropriate care. When we're done, the providers are always astonished that it's more about the best care for the patient. They don't get that from the other MCE's. MHS is unique in that sense. Our approach is community-based with a local focus, so we're truly able to tackle one member at a time. The other half of my time is spent on committees, dealing with policies and the more administrative side of things.*

**Q: Do you enjoy the switch from practicing?**

**A:** *I do. There are lots of things I must learn every day, like new medications and procedures. It involves lots of research, thinking and learning daily. I'm a lifelong learner, so that makes it easy to go to work every day.*

**Q: What's your area of focus at MHS?**

**A:** *Mainly Medicaid and Ambetter. Most Medicaid.*

**Q: Can you talk about your experience beginning this role during the start of the pandemic?**

**A:** *The biggest advantage was that I worked closely with Dr. Ellis, who had a ton of experience. We had regular meetings several times a week for the first few months of remote working, where I could go through my list of questions or issues. It was a different dynamic, but the transition went well. That's because we have an amazing team in general. I've never worked anywhere where there is no drama. The focus is on the goal of providing great member care, everyone brings their own niche area of expertise, and they're always willing to share and help.*

**Q: What major projects are you working on currently?**

**A:** *One is how we approach transplants. This is a whole new line of work for me. The individuals requiring this type of care are the sickest of the sick. I find it very educational and rewarding.*

*I'm also trying to improve subacute care, mainly how we perceive hospice care. It tends to have a negative connotation, but there are many great ways to offer care in this form. Nurses have been super receptive to this model and system.*

**Q: What's something you would like our provider network to know?**

**A:** *It goes back to the peer-to-peer conversations I mentioned above. If providers have questions or concerns – about anything – they should feel free to reach out. It should be an informal and collaborative discussion where excellent member care is always front-of-mind. We're not the bad guys!*

(CONT'D NEXT PAGE)

## FACES OF MHS (CONT'D)

**Q: Enough work talk. What is a hobby you have outside of MHS?**

**A:** *I'm a big runner. About five years ago, I had a moment where I realized I wasn't living a healthy lifestyle. I was preaching it but not practicing it. Now, I run competitively; I might not be the best, but I can at least finish. I've competed in triathlons the past two years and am on-track to do five or six this year. I mainly do "shorter" competitions, but I competed in an Olympic triathlon this past spring and hope to do an Ironman next year. Running, biking or swimming is my daily stress relief!*

**Q: Lastly, and most importantly, what does healthcare mean to you?**

**A:** *It's a team approach, always. There are those certain expectations we have for members, you know, generally living healthily and avoiding damaging activities. We know socioeconomic barriers can hinder this process but making those healthy lifestyle choices where possible is so important.*

*There are several ways doctors can approach this. I personally don't believe you should tell them what to do. Being a doctor is like teaching. They're coming for my opinion and expertise. I should suggest a plan of care – whether it's certain labs or maintenance medications or whatever – but the patient needs to be involved in that decision making. Rather than feeling like they were lectured, they should leave feeling like there is mutual respect. People are generally anxious when they're seeing a doctor. I believe if they can have a comfortable relationship with their provider, we will accomplish more together that way.*