

ProviderLink

Dell Children's Health Plan Newsletter for Providers

2025 Performance Improvement Project (PIP)

In compliance with the Uniform Managed Care Contract, Dell Children's Health Plan will be managing a new quality improvement project for 2025-2026.

For this PIP, Dell Children's Health Plan will implement interventions to increase the rates of the Combo 10 - Childhood Immunizations. The interventions are directed towards members and providers to improve these rates.

We are also working with a collaborative partner, Parents as Teachers, to support families in their immunization decisions.

The interventions we will be establishing and monitoring are:

- 1 A text campaign including links to educational videos created by the AAP which address common questions regarding vaccination safety.
- 2 Increased rewards for members who complete all 10 vaccination series before their 2nd birthday (\$125)
- 3 Partnership with Parents as Teachers to support and educate families on the importance and safety of vaccination.
- 4 Converged provider enablement platform to share gap data with clinics with Alternative Payment Model agreements.

We appreciate your support as we aim to increase childhood vaccination rates for our members. If you have any questions or ideas regarding this project, please contact Trina Mays at trina.mays@ascension.org or your provider relations liaison.

2024 PIP: Reducing the rates of c-sections in uncomplicated deliveries

This PIP focuses on preventive care to decrease the number of c-sections in uncomplicated deliveries.

Early data shows Dell Children's Health Plan is lowering the rate of c-sections in uncomplicated deliveries! Dr. Isaac Lavie has partnered with the health plan to discuss current c-section guidelines with providers in the network. He is willing to share best practices and data with your group.

If you are interested in having him speak to your OB/GYN providers, please contact Trina Mays at trina.mays@ascension.org.

Line of Business	Baseline Rate (MY2023)	Rate (Jan-June 2024)
STAR	29.2%	23.4%
CHIP	26.6%	21.0%

2023 PIP: Reducing potentially preventable admissions focusing on behavioral health diagnoses

This PIP ends December 31st and your participation is important.

Provider interventions include:

- 1 Potentially Preventable Admissions: Major Depressive Disorders webinar at dellchildrenshealthplan.com/for-providers/training
- 2 Magellan toolkit at magellanpcptoolkit.com/home
- 3 Education for providers who have 2 or more potentially preventable admissions in one quarter

This Fall's featured member events

From creative costumes to a movie night, Dell Children's Health Plan brought joy and excitement across central Texas this fall.

Festivities included celebrations with the city of Luling for their 150th anniversary, a private screening of Transformers One, and countless spooktacular Halloween events with incredible costumes, pumpkin decorations, and entertainment for everyone. Dell Children's Health Plan treasures all the opportunities to share information and goodies with the community.



Follow us on [Facebook](#) and help us spread the word about these wonderful community events.

Members can also email DCHPCommunityOutreach@ascension.org, call 512-324-DCHP (3247), or visit DellChildrensHealthPlan.com to learn more about upcoming events.



Changes in HEDIS Measures MY24

With the HEDIS MY 2024 quickly approaching here are some changes that have been made to the measures.

KED—Kidney Health Evaluation for Patients with Diabetes

- Age stratifications updated (middle group is 65-75, updated from 65-74).
- Medical claim-based denominator events simplified to remove visit types.
- Pharmacy-based denominator event updated to required diabetes diagnosis, and medication list updated.
- Required exclusion for members without a diagnosis of diabetes (i.e. members with PCOS, gestational diabetes, steroid-induced diabetes) removed.
- Moved exclusions to required exclusions.
- Advanced illness required exclusion simplified to remove visit types.
- Added race/ethnicity stratification.

GSD—Glycemic Status Assessment of Patients with Diabetes

- Updated measure and submeasure names.
- Medical claim-based denominator events simplified to remove visit types.
- Pharmacy-based denominator event updated to required diabetes diagnosis, and medication list updated.
- Required exclusion for members without a diagnosis of diabetes (i.e. members with PCOS, gestational diabetes, steroid-induced diabetes) removed.
- Moved exclusions to required exclusions.
- Advanced illness required exclusion simplified to remove visit types.

EED—Eye Exam for Patients with Diabetes

- Medical claim-based denominator events simplified to remove visit types.
- Moved exclusions to required exclusions.
- Pharmacy-based denominator event updated to required diabetes diagnosis, and medication list updated.
- Required exclusion for members without a diagnosis of diabetes (i.e. members with PCOS, gestational diabetes, steroid-induced diabetes) removed.
- Advanced illness required exclusion simplified to remove visit types.
- Added race/ethnicity stratification.

APP— First-Line Psychosocial Care for Children and Adolescents on Antipsychotics

- Simplified required exclusion identifying conditions for which first-line antipsychotic medications may be clinically appropriate to remove visit types.
- Added residential behavioral health treatment to the numerator.

Reporting by race and ethnicity is expanded to 9 additional measures:

- Eye Exam for patients with diabetes (EED)
- Kidney health evaluation for patients with diabetes (KED)
- Follow-up after hospitalization for mental illness (FUH)
- Follow-up after emergency department visit for mental illness (FUM)
- Childhood immunization status (CIS-E) – Combo 10
- Cervical cancer screening (CCS-E)
- Prenatal immunization status (PRS-E)
- Prenatal depression screening and follow-up (PND-E)
- Postpartum depression screening and follow-up (PDS-E)

Glycemic Status Assessment for Patients with Diabetes (GSD):

- Updated measure title from Hemoglobin A1c control for patients
- With diabetes (HBD) to GSD since glucose management indicator is added as an option to meet numerator criteria.
- Description: The percentage of members 18-75 years of age with diabetes (types 1 and 2) whose most recent glycemic status (hemoglobin A1c [HbA1c] or glucose management indicator [GMI]) was at the following levels during the MY:
 - Glycemic Status <8.0%*
 - Glycemic Status >9.0%

*Note: A lower rate indicates better performance for this indicator

- Event/diagnosis criteria are updated
- Setting requirements (IP, OP or telehealth) are removed
- Lab claims (POS =81) cannot be used for event/diagnosis identification
- Diabetes medication table is updated
- Removed the required exclusion for members who did not have a diagnosis of diabetes

Until MY 2023, excluded if no diagnosis of diabetes during the MY or PY; or who had a diagnosis of polycystic ovarian syndrome, gestational diabetes or steroid-induced diabetes.

- Moved previously listed exclusions to required exclusions
- Anticipated impact on the eligible population: may not be comparable to PY EPOP

For Glycemic Status <8%

- Numerator Compliant:
 - If the most recent glycemic status assessment during the MY has a result of <8.0%
- Numerator Not Compliant:
 - If the result of the most recent glycemic status assessment is U8.0%, or
 - If result is missing, or
 - If a glycemic status assessment was not done during MY For Glycemic Status >9%
- Numerator Compliant:
 - If the result of the most recent glycemic status assessment during the MY is >9.0%, or
 - If the result is missing, or
 - If a glycemic status assessment was not done during the MY
- Numerator Not compliant: HbA1c Level Less Than or Equal
 - If the most recent was an HbA1c test identified based on a CPT Category II code, use the following value sets to determine compliance:
- Compliant: HbA1c Level Less Than 8.0 Value Set
- Not compliant: HbA1c Level Greater Than or Equal To 8.0 Value Set

For Glycemic Status >9%

- Compliant: CPT Category II code 3046F
- Not compliant: HbA1c Level Less Than or Equal To 9.0 Value Set
- For Glycemic Status <8%: If multiple assessments on the same DOS, use the lowest result.
- Do not include CPT Category II codes with a modifier or from laboratory claims (claims with POS code 81).

PAC-MAC open positions

Wanted: Providers to participate in our Provider Advisory Committee.

Duties include meeting with Dell Children's Health Plan every quarter to represent providers in the network. It is an important role which helps guide the health plan in decisions and topics that affect our contracted providers. A small stipend is awarded for attending meetings.

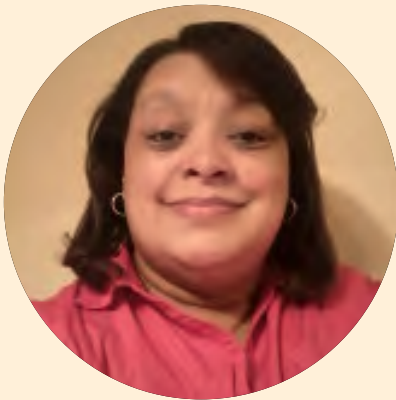
If interested, please contact Dr. Valadez at adolfo.valadez@ascension.org.

Service Coordination spotlight

Grace Williams. Registered Nurse: Maternal Health Service Coordinator

Grace has been a Registered Nurse for over 30 years. She started her nursing career as a nursing assistant when she was 17 years old. She has worked in all areas of nursing, but found her passion in Maternity Nursing. She has worked in Labor and Delivery and Postpartum for over 20 years.

Grace has helped clients during all stages of pregnancy and after delivery as a bedside nurse and a maternity healthcare educator before coming to Dell Children's Health Plan.



In Grace's words:

I have loved nursing and helping people since I could remember. Nursing is not just my career, it is my calling. Even after 20 years of maternity nursing the birth of a baby is still a miracle to witness. I am very passionate about patient education and advocating for their needs. I also enjoy walking, reading and cooking and spending time with my family and friends.

Are you ready for 2025?

The beginning of the new year can come with a lot of questions from members about their health plan.

If you have any authorization, claims, or other health plan related questions for Dell Children's Health Plan, please reach out to us. The Provider Relations team offers educational presentations that review everything you need to know to see a Dell Children's Health Plan member.

If you are interested, please contact us by email at shpproviderservices@seton.org or call us at 512-324-3125, option 4 to get an in-person or virtual presentation scheduled.





What to do when you or your child has a fever
 Fevers can often be treated by your doctor at home or at an urgent care or after-hours clinic instead of the emergency room. Here's what you should do:

- Call the doctor.** Even if the doctor's office is closed, someone will call you back to tell you what to do. If you don't have a doctor, call us today at **1-855-921-6284** and we can help you find one.
- Call the 24-hour Nurse Helpline at 1-855-921-6700** for advice or help finding care anytime—day or night—and on holidays.
- Go to an urgent care or after-hours clinic.** You can find an urgent care clinic near you on bit.ly/412Dx20 or by calling Member Services at **1-855-921-6284**. You do not need an appointment. Follow up with your or your child's doctor after getting care.

- Tips for treating fever at home**
 Remember to follow the instructions from the doctor or nurse.
- Give water or Pedialyte to replace fluids lost through sweating with fever. For an infant, breastmilk or formula is fine and all that is usually needed.
 - Check with your doctor to see if you can use ibuprofen (Advil or Motrin) or acetaminophen (Tylenol) to help reduce the fever. The correct dose for these medicines depends on your child's weight. Don't use ibuprofen in children younger than 6 months old. Never give aspirin to a child under age 18. You can use this dosage chart for help, or call the doctor or the 24-hour Nurse Helpline at **1-855-921-6700**.

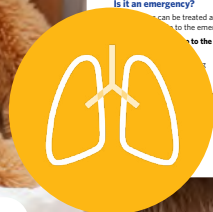
Acetaminophen and ibuprofen dosing information

Acetaminophen			
Give every 4-6 hours, as needed. Do NOT give more than 5 doses in 24 hours. Use only the dosing device that came with the medicine.			
	Weight	Age	Dose
Infants' acetaminophen liquid 160 mg per 5 mL	24-35 lbs	2-3 yrs	5 mL
Children's acetaminophen liquid 160 mg per 5 mL	36-47 lbs	4-5 yrs	7.5 mL
	48-59 lbs	6-8 yrs	10 mL
	60-71 lbs	9-10 yrs	12.5 mL
	72-95 lbs	11 yrs	15 mL

Ibuprofen			
Give every 6-8 hours, as needed. Do NOT give more than 4 doses in 24 hours. Use only the dosing device that came with the medicine.			
	Weight	Age	Dose
Infants' ibuprofen concentrated drops 50 mg per 1.25 mL	12-17 lbs	6-11 mos	1.25 mL
	18-23 lbs	12-23 mos	1.875 mL
Children's ibuprofen liquid 100 mg per 5 mL	24-35 lbs	2-3 yrs	5 mL
	36-47 lbs	4-5 yrs	7.5 mL
	48-59 lbs	6-8 yrs	10 mL
	60-71 lbs	9-10 yrs	12.5 mL
	72-95 lbs	11 yrs	15 mL

Scan the QR code for more tips and information about what to do and a list of urgent care and after-hours clinics near you.

Call the 24-hour Nurse Helpline at **1-855-921-6700** for help anytime. Make sure to follow up with the doctor after going to an urgent care or after-hours clinic or the emergency room.



Doctor's orders after you leave my office. Make sure you read:
 • All medications
 • Directions for use of Pedialyte for daily hydration.

Ordens del doctor al salir de mi oficina. Asegúrese de que se lea:
 • Todos los medicamentos
 • Instrucciones de uso de Pedialyte para hidratación diaria.

Instructions for tonight / Instrucciones para esta noche

Call my office if your child doesn't feel better soon. Listen to our advice or the 24-hour Nurse Helpline at 1-855-921-6700 to talk to a nurse anytime.

Question: Can I see an on-call someone will call you back. You can also call the Dell Children's Health Plan 24-hour Nurse Helpline at 1-855-921-6700 to talk to a nurse anytime.

Call my office if your child doesn't feel better soon. Listen to our advice or the 24-hour Nurse Helpline at 1-855-921-6700 to talk to a nurse anytime.

Question: Can I see an on-call someone will call you back. You can also call the Dell Children's Health Plan 24-hour Nurse Helpline at 1-855-921-6700 to talk to a nurse anytime.

Asthma Action Plan

Name: _____ Date: _____
 Doctor: _____ Medical record number: _____
 Doctor's phone number: _____
 Doctor: _____ | Night: _____
 Emergency contact: _____ | Weekend: _____
 Doctor's signature: _____

Green Zone Use preventive medicine.

Symptoms: Use three daily preventive anti-inflammatory medicines.
 You have all of these:
 • Breathing is good
 • No cough or wheeze
 • Sleep through the night
 • Can work & play

For asthma with exercise, take:

Yellow Zone Add quick-relief medicine.

Symptoms: Continue with green zone medicine and add:
 You have any of these:
 • Fast night or a cold
 • Exposure to known trigger
 • Cough
 • Mild wheeze
 • Tight chest
 • Can't sleep at night

Call your primary care provider:

Orange Zone Get help from a doctor.

Symptoms: Take these medicines and call your doctor now.
 You are getting worse:
 • Medicine is not helping
 • Breathing is hard to feel
 • Nose opens wide
 • Blue color
 • Can't talk well

See your doctor now. Do not wait.

Get help from a doctor now! Do not be afraid of causing a flare. Your doctor will want to see you right away. It's important if you cannot contact your doctor or directly to the emergency room. Do not wait! Make an appointment with your primary care provider within two days of an ER visit or hospitalization.



ER Diversion campaign continues

Dell Children's Health Plan started its ER Diversion campaign in September 2024 and will run through March 2025.

In the coming months, you may receive a list of patients who have visited the emergency room three or more times in the past 12 months for Fever/URI or Asthma-related issues. Dell Children's Health Plan kindly requests that you review this list and reach out to these patients to discuss when to utilize emergency services and when to seek appointments at your office or visit an urgent care clinic.

Your assigned provider relations representative may be visiting your office within the next couple of months to provide tear-off sheets, dosing charts, prescription pads, and asthma action plan sheets that you can share with your patients. Additionally, they will provide you with a list of in-network urgent care clinics that Dell Children's Health Plan members can access.

Should you have any questions or concerns, please do not hesitate to reach out to the Provider Relations team at shpproviderservices@seton.org or call us at **512-324-3125**.



ePayment Center Program

Dell Children's Health Plan is excited to introduce a new electronic payment platform to accelerate and add efficiency to our claims payment process: ePayment Center through Zelis.

We would like to extend an invitation to enroll in a faster ACH delivery of claim payments with access to remittance files via download in the ePayment Center. Even if you are currently enrolled, you will need to complete your enrollment with the ePayment Center.

If you are currently registered with Zelis for a delivery method, you still have to complete the registration with Zelis for the ePayment Center program.

How do I register for the ePayment Center?

- 1 Visit <https://abs.epayment.center/registration>
- 2 Follow the instructions to obtain a registration code
- 3 Your registration will be reviewed by a customer service representative and a link will be sent to your email once confirmed
- 4 Follow the link to complete your registration and set up your account
- 5 Log into the portal
- 6 Enter your bank account information
- 7 Review and accept ACH Agreement
- 8 Click "Submit"

Upon completion of the registration process, your bank account will undergo a pre-notification process to validate the account prior to commencing the EFT delivery. This process may take up to six business days to complete.

What do I need to register for the ePayment Center?

- 9-digit Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)
- Practice's corporate name and principal information
- Bank account routing transit number (RTN) or ABA Routing Number

Need additional help? Email help@epayment.center or call **855-774-4392**.

Service Coordination Program

Our service coordinators are committed to supporting you and your patients. Our team consists of registered nurses, master's-level social workers, and community health workers, all dedicated to assisting members.

We take a holistic approach to address the physical and behavioral health needs of our members while also considering non-medical factors that influence their health behaviors through various programs.

You can refer a member to our service coordination services using any of the following methods:

- **Complete a referral form:** <https://docs.google.com/forms/d/e/1FAIpQLScNk1HdzS0gyuVNOMEfRPH5BIE2aJtzcnx4M4mxiVKz4X46gQ/viewform>
- **E-mail us:** dchp-CM@ascension.org
- **Call us:** Our Service Coordination team is available by phone from 8 a.m. to 5 p.m., Monday through Friday excluding holidays **512-324-3015 Opt. 2** or **1-844-964-3015**
- **Fax us:** Fill out Case Management Referral fax form and send to **512-324-3016**
- **Questions/issues?:** cynthia.davis1@ascension.org or dchp-CM@ascension.org



Third Party Liability: Medicaid Managed Care Provider Requirements

The Texas Health and Human Services Commission (HHSC), Office of Inspector General Third Party Recoveries division (OIG-TPR) has recently seen a high number of escalations due to a Medicaid provider refusing to see a Medicaid Member because the Medicaid Member has other health insurance.

Providers who participate in Texas Medicaid may not refuse services to eligible Medicaid Members due to potential other health insurance coverage. Additionally, providers are reminded that Medicaid-eligible Members cannot be held responsible for charges exceeding a third-party liability (TPL) payment for services covered by Texas Medicaid. If the TPL pays less than the Medicaid managed care amount, providers should submit a claim to the Texas Medicaid MCO for any additional allowable reimbursement.

Medicaid providers cannot refuse services to an eligible Medicaid Member because the Medicaid Member may have other health insurance coverage, and the Medicaid Member cannot be held responsible for charges exceeding a TPL payment for services covered by Texas Medicaid.

For more information, visit [Texas Medicaid Provider Procedures Manual \(TMPPM\), SECTION 8.3: THIRD PARTY LIABILITY \(TPL\), TPR Sources](#) at tmhp.com.

You can also contact Dell Children's Health Plan Provider Relations at **1-844-781-2343** or shpproviderservices@seton.org.



End of the year thank you message

As the year is coming to a close, Dell Children's Health Plan would like to take a moment to express our heartfelt gratitude for your partnership with us as a contracted provider. Your commitment to delivering high-quality services has a significant impact on our members and is greatly appreciated.

Thank you for your dedication and collaboration. We look forward to continuing to work together with you in 2025!

GoManda app helps children with autism develop vocabulary skills

Dell Children's Health Plan has partnered with GoManda to offer their GoManda app to members with autism or speech delay to build vocabulary comprehension skills. The app is free for Dell Children's Health Plan members under age 8.

For more information or for an in-person training on the GoManda app, email qualitymanagement@ascension.org.



Provider trainings available online

The following training sessions are available for your staff to access anytime online. Scan the QR code or visit DellChildrensHealthPlan.com/training.



Prenatal and Postpartum Care: Screening for SDOH by Trina Mays, BSN, RN, CCM, CRC. Review and discuss the importance of Social Determinants of Health to ensure our members get the best comprehensive care available.



Potentially Preventable Admissions: Major Depressive Disorders by Dr. Rakel Beall-Wilkins. Review signs and symptoms of depression, discover mental health resources available to you and our members.



HEDIS® WCC Measure: Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents by Trina Mays, BSN, RN, CCM, CRC. Prevent childhood obesity by monitoring a child's BMI percentile.

If your staff needs training on a specific topic, please contact your Provider Relations liaison or call 512-324-3125, option 4 or email shpproviderservices@seton.org.



The provider websites are available 24 hours a day, 7 days a week

To verify member eligibility and benefits, request PA and check status, file claims, check claims status, and submit payment disputes, use our provider portal secure.healthx.com/Provider_2022. For other functions, such as looking up PA/notification requirements and finding forms, reimbursement policies, and other general information, visit DellChildrensHealthPlan.com/for-providers.

Questions? Call Provider Customer Services at 1-844-781-2343.