

ProviderLink

Dell Children's Health Plan Newsletter for Providers

Are you ready for 2026?

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 **1-512-324-3125 (TTY 7-1-1)** to get an in-person or virtual presentation scheduled.

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. Adolfo Valadez at adolfo.valadez@ascension.org.

Use our simple form for our new credentialing process

If you're already a contracted group and need to add a new provider or want to start the credentialing process, we've made the process easier than ever. Simply complete the [Ascension Practitioner Application Request Form \(ARF\)](#). It takes less than 15 minutes to fill out.

The information you provide helps us assess eligibility, verify qualifications and uphold Ascension's credentialing standards and local ministry bylaws. The overall credentialing process typically takes 60-90 days, though timelines may vary based on the complexity of your application. We will do our best to accommodate your needs.

If you have any questions, please email our Provider Relations inbox at shpproviderservices@seton.org.

End of the year thank you message

As we close out another year, Dell Children's Health Plan would like to express our sincere appreciation for your partnership with us as a contracted provider. Your commitment to delivering high-quality services has an impact on our members and is greatly valued. **Thank you for your dedication and collaboration. We look forward to continuing to work together with you in 2026!**

HEDIS® 2025 medical record review

It's that time of year when we prepare for the Healthcare Effectiveness Data and Information Set (HEDIS®) project. Every year health plans utilize HEDIS® as a tool to measure the quality of care their members receive. More than 90 percent of health plans use this tool to measure the important dimensions of care and service. We want our providers to know our overall performance and understand the vital role they play in helping us demonstrate the exceptional level of care our members receive.

At Dell Children's Health Plan (DCHP) we are committed to giving our providers helpful information along with some tips regarding the top measures for HEDIS® measurement year (MY) 2025 to ensure these rates accurately reflect our providers' great standards of care. Remember that **timeliness** of visits is important for ALL measures. **Proper coding** is also key to higher rates as it ensures an immediate administrative hit for a measure. When it comes time to do our Medical Record Review, each administrative hit is one less chart we will need to request from providers.

Based on the HEDIS® results from MY 2024, use the following information to help increase administrative compliance for the following measures:

Weight Assessment and Counseling for Nutrition and Physical Activity (WCC)

- ✓ Percentage of members 3 to 17 years of age who had an outpatient visit with a provider or OB-GYN, and who had evidence of the following during the measurement year:
 - Counseling for nutrition-services rendered during a telephone visit, e-visit or virtual check-in meet criteria; and
 - Counseling for physical activity-services rendered for obesity or eating disorders may be used to meet criteria. Services rendered during a telephone visit, e-visit or virtual check-in meet criteria
- ✓ Helpful tips:
 - BMI as a percentile or on age/growth graph, not a BMI value
 - Current diet discussion, not a temporary diet for acute conditions
 - Weight or obesity counseling, not a discussion of appetite only
 - Current specific activity discussion, not just "attends daycare"
 - Weight or obesity counseling, not "occasional walks"
 - Sports physical is compliant for counseling for physical activity
- ✓ Service codes:
 - BMI %= **ICD-10:** Z68.51-Z68.54
 - Nutrition Counseling= **CPT:** 97802, 97803, 97804, **ICD-10-CM:** Z71.3
 - Physical Activity Counseling= **ICD-10-CM:** Z02.5, Z71.82

Reminder: Childhood Immunization Status (CIS) and Immunizations for Adolescents (IMA) are no longer hybrid measures for medical record review, but are now solely administrative (ECDS). Remember the following key points year-round regarding immunizations:

- ✓ Compliance issues are often with the second Flu and the Rotavirus (RV) vaccines:
 - Flu (second dose may be LAIV given ON 2nd birthday)
 - RV Coding should specify whether it is a 2 or 3 dose series. Often there is no specification as to which it is and therefore must be considered 3 dose
 - 2 dose (Rotarix) or 3 dose (Rotateq) vaccine
 - Service Codes: **CPT:** 2 dose- 90681, **CPT:** 3 dose- 90680

Lead Screening in Children (LSC)

- ✓ Percentage of members who turned 2 years old during the measurement year and had one or more capillary or venous lead blood tests for lead poisoning by their second birthday.
- ✓ The documentation must include:
 - Date the blood lead test was performed
 - Blood lead results
- ✓ Documentation tips:
 - Draw patient's blood while they are in your office instead of sending the patient to the lab
 - Consider performing finger stick screenings in your practice.
 - Assign one staff member to follow up on results when patients are sent to a lab for screening
 - Use sick and well-child visits as opportunities to encourage parents to have their child tested
- ✓ Service codes:
 - **CPT:** 83655
 - **LOINC:** 10368-9, 10912-4, 14807-2, 17052-2, 25459-9, 27129-6, 32325-3, 5671-3, 5674-7, 77307- 7

2026 PIP: Follow-Up Care for Children Prescribed ADHD Medication and other updates

Aim: to increase the rates of follow-up visits 30 days after a new ADHD medication is prescribed

Begins 1/1/2026. Ends 12/31/2027. Goal: 46% (QOC National 50th percentile)

Interventions:

- ✓ Dell Children's Health Plan (DCHP) will provide a first-fill list to high-volume providers to inform them of who needs a follow-up visit within 30 days. The provider's health care team will know who to outreach to schedule an appointment if an appointment is not already on the books.
- ✓ DCHP will educate providers to follow up via telephone call, document the call and submit a claim with the phone call code.

MY2025 PIP topic:

Childhood Immunizations - Combo 10 (CIS-e)

Aim: to increase rates of immunizations before the 2nd birthday

Began 1/1/2025 Ends 12/31/2026.

Goal: 27.49% MY2025 - TBD

Interventions:

- ✓ Text campaign with educational videos talking about common immunization FAQs
- ✓ Enhanced rewards: members can receive up to \$120 for having all their vaccines by their 2nd birthday
- ✓ CPE for providers: APM providers can access their immunization gaps through an online portal
- ✓ Parents as Teachers collaboration: members who are clients of this program receive 1:1 support and care, including vaccination support

MY 2024 PIP topic:

C-sections in Uncomplicated Deliveries (CES)

Aim: to decrease the rate of c-sections in uncomplicated deliveries

Began 1/1/2024 Ends 12/31/2025.

Goal: 24.9% MY2024 rate - 26% MY2025 - TBD

Interventions:

- ✓ Opinion leader presentations: Dr. Lavie has been presenting evidence-based practices for C-sections to our OB-GYN providers
- ✓ Doula services (GALS): prenatal, perinatal and postnatal care from qualified doulas is available for our members
- ✓ Health Caller Program (Sunshine connections): A program that supports our pregnant women by providing peer-to-peer support

Infant botulism alert: Link to powered infant formula

The Centers for Disease Control and Prevention (CDC) is investigating a current, multistate outbreak of infant botulism linked to ByHeart powdered infant formula. As of Nov. 11, 2025, this outbreak includes 15 infants with suspected or confirmed infant botulism from 12 states, including two in Texas. Consider infant botulism a clinical diagnosis in any infant presenting with unexplained weakness, poor feeding, decreased head control or difficulty swallowing—especially if the infant has consumed ByHeart formula. Immediate action when suspecting a case:

- ✓ **Do not wait** for laboratory confirmation to initiate case management. Early recognition and treatment are critical.
- ✓ Arrange for consultation with the Infant [Botulism Treatment & Prevention Program \(IBTPP\)](#) at **1-510-231-7600** for evaluation and treatment guidance. Consultation is available 24 hours a day, seven days a week.
- ✓ If clinical consultation supports infant botulism, begin treatment with BabyBIG® without delay. Do not wait for laboratory confirmation.
- ✓ Infant botulism is a notifiable disease. Report all suspected cases immediately to your [state or local health department](#).

Health alert: Increase in Pertussis cases in Texas

The Texas Department of State Health Services (DSHS) is reporting a significant increase in cases of pertussis, or whooping cough in 2025. According to provisional data, Texas has had more than 3,500 reported cases through October this year, roughly four times the number reported for the same period last year.

The best way to protect against pertussis is immunization. Please take a moment to review immunization histories at each visit and encourage patients-especially pregnant individuals and others who will be around newborns to get a booster dose to protect babies from what can be a deadly infection. Providers should also consider pertussis in people with compatible symptoms and report all suspected cases to your local health department within one work day.

Service Coordinator Spotlight: Tammy Trimble

Tammy Trimble has worked with our Health Plan for more than four years and has over 10 years of experience helping people with their care. As a RN Service Coordinator, Tammy works with members to understand their needs, make care plans that fit them and help them take charge of their health.



Tammy is passionate about advocating for patients and helping them make informed healthcare decisions. She believes good care starts with listening, being kind and making sure everyone feels respected and involved in their care.

Outside of work, Tammy enjoys spending time outdoors, hiking, going to festivals and being with family and friends. One of her favorite quotes is from Mother Theresa: *"Spread love everywhere you go. Let no one ever come to you without leaving happier."*

New HEDIS® flyers available on our website

Explore our updated HEDIS® flyers now posted on the Dell Children's Health Plan website. Scan the QR code or visit the provider training section to stay informed and help ensure our members receive timely and effective care at: DellChildrensHealthPlan.com/for-providers/training.




The provider websites are available 24 hours a day, seven 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.

 DellChildrensHealthPlan.com/for-providers

 shproviderservices@seton.org

 512-324-3125, option 4

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