



ProviderPulseBeat

New Location, Same Excellent Service



Our offices have moved.

Please ensure you update your processes & documentations accordingly.

**Saint Vincent Catholic Medical Centers
of New York - Corporate Offices
DBA US Family Health Plan**
530 Seventh Avenue (10th Floor)
New York, NY 10018-4878
(212) 356-4400

**Medical Necessity Appeals:
US Family Health Plan – Appeals**
C/O Toney Healthcare Consulting
3903 Northdale Blvd
Suite 220-E
Tampa, FL 33624



USFHP Access Standards

USFHP's Access Standards give customers confidence to get the care they need when it matters most.

Service	Access Standard
• Emergency Care	Immediate
• Urgent/Acute Care	Appointment within 1 week
• Routine Office Visit	Appointment within 4 weeks
• Well/Preventative Health Visit	Appointment within 4 weeks
• Specialty Consultation or Procedure	Appointment within 4 weeks
• Follow-up Visit	As required by provider
• Office Visit Wait Times	Less than 30 minutes

Policy Updates

Laboratory Developed Tests (LDT)

The Defense Health Agency announced the five-year extension of the Laboratory Developed Demonstration. The DHA extended the demonstration from July 19, 2023 through July 18, 2028. This means that USFP members, will continue to have access to certain LDTs that aren't approved by the Food and Drug Administration.

The DHA also announced several preconception and prenatal carrier screenings that were previously offered through the demonstration will now be part of USFHP's benefit.

The lab tests that moved from the LDT demonstration to being a covered benefit include one test per condition per lifetime for these specific conditions:

- Cystic fibrosis
- Tay-Sachs disease
- Spinal muscular atrophy
- Hemoglobinopathies
- Fragile X syndrome
- Conditions linked with Ashkenazi Jewish descent



Prior authorization is required for all LDTs with the exception of Cystic Fibrosis (CF) testing. Providers must submit a prior-authorization for claims payment consideration. When part of a newborn screening panel, CF testing is handled under the global maternity authorization. To have the quickest processing for prior-authorization, submit the request via the provider portal at **provider.usfhp.net**.

For more information, please visit:

<https://manuals.health.mil/pages/DisplayManualHtmlFile/2022-12-05/AsOf/TOT5/C18S2.html>



Quality Management

As a US Family Health Plan network provider, you are an important part of the Plan's Quality Management (QM) program. You may be asked to

- When submitting records for quality-of-care reviews, please submit the entire medical record for the date of service specified as soon as possible after receipt of the letter but no later than 30 days from the date of the letter.

participate in any of the following ways:

- Participate in on-site visits as part of the credentials process and/or complaint/grievance or clinical quality of care investigations
- Submit medical records for quality-of-care reviews or clinical care delivery focus studies, quality improvement projects (QIPs), HEDIS reporting or as requested by TRICARE or the TRICARE Quality Monitoring Contractor (TQMC) for any medical record review request.
- Participate in investigation and resolution of complaints/grievances or clinical quality of care concerns.
- Submit documentation on quality information reported on CMS Care Compare programs or Leapfrog Hospital Safety Grade/Leapfrog Hospital Survey.
- Submit improvement plan in response to clinical quality of care determination or CMA Care Compare or Leapfrog rating.
- Respond to all satisfaction surveys.

Network Operations Spotlight

The last year has been an exciting time for our provider operations department! Since our summer edition of the Provider Pulse Beat, we kicked off JOC meetings. The overarching goal of a JOC meeting is to optimize patient care as well as satisfaction with routine scheduled meetings to prevent and/or reduce any disconnects between USFHP and our valued network. In addition to JOC meetings, we partnered with our HEDIS department to host HEDIS webinars. This was an opportunity for our HEDIS team to inform the network of USFHP's participation in HEDIS initiatives. The feedback we received from those we met with was very positive and we look forward to expanding our meetings with more providers in 2024.

Network Operations expanded their education opportunities in 2023. In early fall, network operations sent out letters regarding policy updates to prior-authorization requirements for various J, Q and S procedure codes which went into effect on 10/15/2023. If you missed the letter, you may still view it [here](#). Additionally, an electronic flyer was sent to the network encouraging the use of our on-line provider portal. If you have not signed up yet you can use this [guide](#) to help you with the process and inform you of the benefits. Lastly, we started posting the Provider Pulse Beat as well as The Beat, a quarterly supplemental newsletter, to our website.

If you have any suggestions for topics, we'd love to hear from you!

In 2024, we will be implementing a new provider orientation (NPO). This will give us the opportunity to spend time with our newly contracted providers, groups, and facilities to explain the plan, walk them through using the provider portal, and other exciting things. It will also be used as a tool for our existing network providers who may be interested in a refresher of the plan. On-demand and live webinars will be coming to the website in the new year. The webinars will cover portal registration, provider portal features, and prior-authorization submissions. More exciting things to come as we resume site visits in the new year. If you are interested in meeting your assigned provider network specialist in person to provide in-person training, please reach out directly to Bridget Hennessy, Manager of Provider Operations, to have it scheduled.

As you can see, we have been very busy creating tools and resources for you and your staff this year. We appreciate your partnership and are looking forward to a productive new year!

Sincerely,

The Network Operations Department



Avoid Delayed Payments.

Billing errors result in denials and untimeliness of payments. Double check claims prior to processing to ensure the rendering provider's NPI is listed in **Box 24/J** and the billing vendor is in **Box 33A**.

2024 CO-PAYMENTS FOR OFFICE VISITS.

Active duty dependents:	\$ 0
Retirees (regardless of age)	
Without Medicare Part B:	
Primary Care	\$ 25
Specialty Care	\$ 37
<i>With Medicare Part B:</i>	\$ 0



Provider Appreciation

**Special thanks to
Northwell Health, Virtua Health System, and NYU
for participating in Joint Operating Committee
(JOC) meetings with USFHP.**

**Are you interested in being part of a JOC meeting
and hearing from USFHP’s key stakeholders?
Please reach out to your assigned provider network
specialist to get one scheduled today!**

USFHP’s HEDIS Program



U.S. Family Health Plan (USFHP) at St. Vincent Catholic Medical Centers (SVCMC) annually completes the National Committee for Quality Assurance’s (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®). HEDIS is one of the most widely used sets of healthcare performance measures in the United States. USFHP collaborates with DHA to identify focus measures.

USFHP HEDIS Priority Measures

- Breast Cancer Screening (BCS-E)
- Cervical Cancer Screening (CCS and CCS-E)
- Colorectal Cancer Screening (COL-E)
- Controlling High Blood Pressure (CBP)
- Eye Exam for Patients with Diabetes (EED)
- Glycemic Status Assessment for Patients with Diabetes (GSD)
- Well Child Visits in the First 15 Months (W30)
- Child and Adolescent Well Care Visits (WCV)
- Appropriate Testing for Pharyngitis (CWP)
- Appropriate Treatment for Upper Respiratory Infection (URI)
- Use of Imaging Studies for Low Back Pain (LBP)
- Follow-Up After Emergency Department Visit for Mental Illness (FUM)
- Follow-Up After Hospitalization for Mental Illness (FUH)
- Depression Screening and Follow-Up for Adolescents and Adults (DSF-E)
- Social Need Screening and Intervention (SNS-E)

USFHP knows that providers following standards of care are meeting HEDIS standards, and we want to help you understand what documentation and coding is required for HEDIS compliance. We have developed the HEDIS Provider Reference Guide as a quick tool for providers and staff to get the HEDIS information you need. The HEDIS Provider Reference Guide can be found at <https://usfhp.net/for-providers/>.

USFHP is working not only to improve HEDIS rates, but more importantly to promote health and wellness for our members. We offer at home testing kits for

colorectal cancer and A1c, member rewards for completion of breast, cervical, and colorectal cancer screenings, as well as A1c testing. We engage and educate members through a robust Care Management program. USFHP also has 2 social workers and partners with Magellan to ensure members’ basic needs are met and promote access to behavioral healthcare. We are developing a provider incentive program for blood pressure control. USFHP’s greatest asset to serving our members is YOU, our provider network. Thank you for the work you do every day!



Visit us at www.usfhp.net

