

THE DOCTOR'S NOTE

FROM NextLevelHealth

TIP: We recommend reading this newsletter in its electronic version so you can access resource links easily.

Find it on the Provider Notices & Bulletins page of NextLevelHealthIL.com.

IN THE LOOP: Provider Updates

Please review these important updates that may affect your activities!

Pharmacy Updates Regarding COVID-19: Ensuring Medication Access for Members

With the Centers for Disease Control and Prevention encouraging people at higher risk for COVID-19 (Coronavirus) complications to stay at home as much as possible, NextLevel Health Members are being encouraged to sign up for home delivery. Please ask the Members current if they will deliver medications. To locate a pharmacy near the Member and help set up their home delivery, please visit <https://pharmacy-locator.envolverx.com/>, type in the zip code, and "Rx5468" (case-specific) in the group number.

NextLevel Health currently offers a 90-day supply of maintenance medications for Members. For a list of medications that can be filled for 90 days, see the preferred drug list (www.nextlevelil.com/pdl). We are now allowing Members to fill some of their medications early, with the exception of controlled substances and specialty medications.

NextLevel Health is providing the latest information on precautions Members and providers should take to help prevent the spread of COVID-19 and who should seek medical attention. Anyone presenting COVID-19 symptoms should contact their Primary Care Provider immediately.

Please see the detailed announcement on our website here: <https://nextlevelhealthil.com/for-providers/nextlevel-health-is-working-to-ensure-medication-access-for-members/>



COVID-19 Advice for Members

NextLevel Health is advising Members to prevent the spread of Coronavirus primarily with social distancing and hand washing.

We recommend the following resources to educate health care workers, as well as Members and/or patients on:

- **Handwashing:** <https://www.cdc.gov/handwashing/index.html>
- **Social distancing:** <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>

For more information about the coronavirus, please visit:

- Centers for Disease Control and Prevention
- Illinois Department of Public Health
- How to Protect Yourself

Formulary Changes

Please note the following changes to the formulary:

Albuterol HFA inhalers – all brands/generics preferred

Insulin – changed maximum days supply to 90 days

Chloroquine - Changed chloroquine limits to ensure members can receive doses being studied for COVID-19

Quality Corner

Consumer Assessment of Healthcare and Provider Systems (CAHPS®)

CAHPS® is a survey that each accredited health plan sends out annually to assess the Member experience. In this article, we'll dig a little deeper into how CAHPS®, HEDIS® and accreditation are integrated.

Annually, a random sample of NextLevel Health Members are selected to complete a member experience survey. The survey allows the Member to "grade" the quality of care on his/her providers communication skills, ease of access to health care services and experience with NextLevel Health.

Member answers are scored for accreditation, integrated into the effectiveness of care HEDIS® scoring, applied to national benchmarking across health plan organizations, as well as evaluated for comparisons amongst health care providers. The Member experience encompasses a range of interactions that Members have, with the health care system, including their interaction with NextLevel Health, doctors, nurses, and staff in hospitals.

You share a pivotal role in the Member experience and attainment of Quality Excellence here at NextLevel Health.

For more information on CAHPS®, please visit the website of the National Committee for Quality Assurance at: <https://www.ncqa.org/report-cards/health-plans/state-of-health-care-quality-report/about-cahps/>.

HEDIS® and Inovalon

NextLevel Health needs your assistance in completing the HEDIS® hybrid 2020 project requirement. We have contracted with Inovalon, Inc. to perform medical record retrieval for NextLevel Health Members.

NextLevel Health kindly thanks you in advance! Your cooperation is greatly appreciated as there may be a need to either visit your office or request records via fax, mail and/or electronic medical record (EMR). In the event an onsite visit is necessary, Inovalon, Inc. will contact you in advance providing you with more information; and, to schedule a visit.

Please see the full letter on our website for more information:

https://nextlevelhealthil.com/wp-content/uploads/2019/12/HEDIS-2020-Memo-Inovalon-Branded-12_4_2019.pdf

COVID-19 and Pregnant Women

NextLevel Health is following guidelines from the Centers for Disease Control (CDC) regarding pregnant women and the coronavirus. Though much is still unknown about the spread, nature, and impact of COVID-19, the CDC has provided some guidelines around how the virus may affect pregnant and nursing women.

Find the CDC recommendations regarding questions such as:

- What is the risk to pregnant women of getting COVID-19?
- Is it easier for pregnant women to become ill with the disease?
- If they become infected, will they be more sick than other people?
- How can pregnant women protect themselves from getting COVID-19?
- What about COVID-19 transmission through breast milk?

Please refer to the CDC guidelines:

https://www.cdc.gov/coronavirus/2019-ncov/prepare/pregnancy-breastfeeding.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fpregnancy-faq.html

Provider Updates: In Case You Missed It

DRG Payment Validation Vendor Implementation

NextLevel Health has contracted with VARIS to conduct a review of all acute inpatient claims reimbursed using the Diagnosis Related Group (DRG) payment methodology. The purpose of this review is to validate the accuracy of NextLevel Health's payment, including the verification of the diagnosis and procedure codes submitted. To perform this review, VARIS is authorized to request and receive supporting medical or billing documentation on behalf of NextLevel Health.

Full provider memo is available on our website and can be found here:

<https://nextlevelhealthil.com/wp-content/uploads/2020/01/NLH-DRG-Validation-Vendor-Implementation-Notification-2.3.20.pdf>

Custodial Care Prior Authorization Relax Update

Recently, NextLevel Health discovered a new system configuration error that has caused some custodial claims to incorrectly deny for prior authorizations. We have implemented the below actions to correct the issue:

- Claims received after June 1, 2019, that received custodial authorization denials have been identified and reprocessed.
- NextLevel Health will identify any remaining impacted claims received and will reprocess the claims no later than April 30, 2020, based on normal claims processing rules.

Full provider memo is available on our website and can be found here:

<https://nextlevelhealthil.com/wp-content/uploads/2020/03/NLH-Custodial-Auth-Config-Issues-Provider-Memo-March-2020.pdf>

Provider Roster Submission

NextLevel Health has instituted the overall use of the provider roster template directory. Please be sure that the comprehensive and complete IAMHP roster is uploaded for your organization. This file should show all providers with your organization. If you have multiple TINs, please use your primary one.

Online roster submission is available on our website and can be found here:

<https://nextlevelhealthil.com/for-providers/provider-roster-monthly-upload/>

Telehealth Services Expansion

NextLevel Health is following the guidelines for Telehealth Medicine as provided by the Illinois Department of Healthcare and Family Services (HFS).

Please see the full HFS here:

<https://www.illinois.gov/hfs/MedicalProviders/notices/Pages/prn200320b.aspx>

New providers Joining NextLevel Health Network in 2020

Allergy & Asthma Center (January)
Aperion Bradley, LLC (February)
Ashland Health LLC (February)
Barijuve Surgical, LLC January Basheeruddin Farooki (January)
Basinger Pharmacy, Inc. (February)
Center for Seniors (February)
DAKL Management Solutions, LLC (February)
Divine Medical Equipment Supply Co. (February)
Doyle Medical, LLC (February)
Elevate Chicago North, LLC (March)
Elevate Irving Park, LLC (March)
Elevate Niles, LLC (March)
Elevate Northbrook, LLC (March)
Graymont Equipment Distribution, LLC (February)
Health Care Solutions Group, Inc. (March)
Integrity Medical & Physician Supplies, Inc. (February)
JRHMD Medical SC (January)
Kensington Place Nursing and Rehabilitation Center (January)
Life Scan Labs of Illinois, LLC (January)
M & L Medical Supplies, Inc. (February)
Maasal Medical Center Inc. (February)
Mercy Employed Physicians (January)
Midwest Neurology Associates, PC (February)
Physicians Immediate Care North Chicago, LLC (January)
Physicians Medical Services, LTD (February)
Prudential Home Health Services Corp. (February)
Pulmonary Provider Group, Inc. (February)
SAI Medical, Inc. (March)
Sejal Shah, MD, LTD (January)
Sheridan Village Nursing and Rehabilitation Center, LLC (March)
Sycamore Medical Associates, LLC (February)
Telemedico Physicians (January)
Wound Care Solutions, Inc. (February)
Youth and Family Guidance, Consulting, Training Institute (February)