

BRIEF

Bi-monthly newsletter to keep you connected

Survey Responses, CAQH Reminder to Providers, United Healthcare Gold Card Program, WellSense Insourcing Behavioral Health, Free virtual Diabetes program for Spanish speakers, BILH Pharmacy Newsletter, Blue Cross Glucose Monitoring DME, CDI Coding Initiative Training

Thank you for your response!

Thank you to all who responded to the PPLLC Customer Satisfaction Survey. We are in the process of reviewing the results, and will be reporting back through this newsletter on the priority areas that you identified and proposed actions we will take in response.



The Importance of maintaining correct provider demographics

We would like to remind all of our group practices about the importance of maintaining accurate information in the health plan provider directories and the process for making demographic changes related to your practice. To ensure accurate and timely updates, it is essential that any demographic changes are first communicated to Physician Performance LLC (PPLLC) before entering the information into the Coalition for Affordable and Quality Healthcare, the CAQH / CAQH ProView™ system. This procedure helps maintain constancy and accuracy across all records and avoids any potential discrepancies or claims payment issues as the health plans use the information in CAQH for their websites.

Please notify us of any changes regarding:

- Practice location
- adding a new practice location that currently doesn't exist under your TIN
- removing a practice location
- Provider details (name change; Status changes between PCPs and Specialists; Patient panel changes and others)
- Tax Identification Number (adding or changing your TIN); other changes to existing TIN including change in ownership
- Any other relevant demographic information

Please contact us by email at PLLCAdministration@bidmc.harvard.edu or fill out the relevant form found on our website at physicianperformance.org.

Once we have received and approved your updates, you can then proceed to enter the information into CAQH system. PPLLC will notify BILHPN Provider Enrollment and the changes will be submitted to the health plans.

Thank you for your cooperation and attention to these important requirements and don't hesitate to reach out to [PPLLC](#) if you have any questions.



United Healthcare Gold Card Program

United Healthcare has rolled out the Gold Card program in Massachusetts, with an effective date of October 1st. Beginning 9/1, provider groups can begin to see if they're eligible. The eligibility is at the tax ID level. Practices would need to sign into the United portal to see if they qualify. If your TIN did not qualify, and you believe your TIN met the eligibility criteria, you can request a one time review of your Gold Card status by chatting live with an advocate from the UnitedHealthcare Provider Portal [UnitedHealthcare Provider Portalopen_in_new](#). You must do this by October 1st.

United will conduct an annual assessment for providers who did not qualify for 10/1/2024 but may qualify for 10/1/2025 if your performance improves.

High-level eligibility criteria:

- Be in network for at least one UnitedHealthcare health plan such as UnitedHealthcare commercial, UnitedHealthcare Individual Exchange*, UnitedHealthcare® Medicare Advantage and UnitedHealthcare Community plans, and
- Meet a minimum annual volume of at least 10 eligible prior authorizations each year for 2 consecutive years across Gold Card-eligible codes, and
- Have a prior authorization approval rate of 92% or more across all Gold Card-eligible codes for each of the review years

For more information on the program, click here [UnitedHealthcare National Gold Card program | UHCprovider.com](#)



WellSense Insourcing Behavioral Health

Wellsense will be insourcing their Behavioral Health and will be working with Beth Israel Lahey Health Performance Network on this transition. The company that WellSense is working with, **Andros**, may have inadvertently sent requests for information to some providers. We wanted to make you aware that if a request came from **Andros**, it should not be signed.

Please reach out to [PPLLC Administration](#) if you receive something from **Andros** or if you have any questions.

More information on this transition can be found [here](#)



Free Virtual Diabetes Education Program for Spanish-Speakers

BILH Primary Care (BILHPC) is offering an upcoming education session specifically designed for Spanish-speaking patients with diabetes. This session will be available both in person and online via Zoom to help make it more accessible to

everyone. Please inform patients about this valuable opportunity to gain practical advice and support in managing diabetes.

Steps to Live Well with Diabetes

Wednesday, Sept. 25

6 – 7 p.m.

Speaker: Nicole Patience, Diabetes Educator, Joslin Diabetes Center

Language: Spanish

In Person: BILHPC - 3525 Washington, 3525 Washington Street, Suite 100, Jamaica Plain

Online: via Zoom

[Patient Registration Link](#) - patients who need registration assistance can call (781) 474-3447 or [email](#).

All are welcome to join. Please share the event details with patients and encourage them to register to help us make a positive impact on the health of our community!

Beth Israel Lahey Pharmacy Newsletter

Beth Israel Lahey Pharmacy has published the July/August issue of their newsletter. Highlights include:

- New WellSense diabetes recording for PCPs
- Semiglutide risks - key takeaways
- Epic eRx for blood pressure monitors



For the full newsletter, click [here](#)

No authorization needed for continuous glucose monitoring systems

For all durable medical equipment (DME) providers and providers who refer patients diagnosed with type 2 diabetes for continuous glucose monitoring systems:



Blue Cross Blue Shield will no longer require authorization for continuous glucose monitoring systems for members diagnosed with type 2 diabetes. This change will take effect for dates of service on and after October 1, 2024 for commercial (HMO,

PPO, POS) and Medicare Advantage (HMO, PPO) members. Please log in to the provider central section of their website for additional information.

BILHPN Monthly CDI coding training Series

BILHPN offers a monthly CDI Coding Training Series. Each session covers a specific medical specialty, with a focus on HCC (hierarchical condition category) codes and the potential for coding improvement. Sessions will be led by an instructor from the American Academy of Professional Coders (AAPC) and BILHPN's Director of Professional Coding and Education.



All sessions are eligible for CME credit.

Nephrology

Wednesday, October 23rd
7:00am to 8:00am

[Link to Training](#)

Please reach out to me if you have any questions or concerns. I can be reached via email at PLLCAdministration@bidmc.harvard.edu or leave me a message at (617) 632-9728 and I will get back to you.



Deb Schoenthaler, Executive Director



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