

# ProviDRs Pulse

October 2019 | Issue no 02



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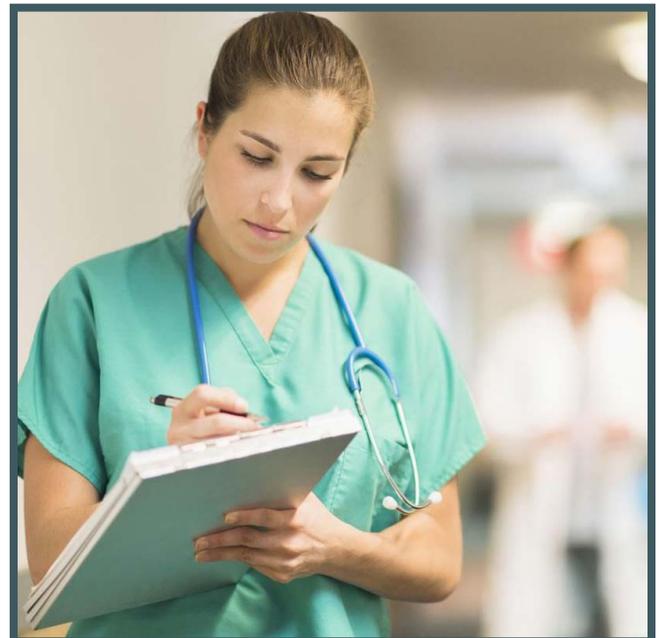
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## Provider Group Contract Requirements

Effective immediately, ProviDRs Care will require all provider groups, including current participating providers, to contract at the group level. Previously, participating provider groups had the option to contract as a group or by each practitioner. This change will reduce the administrative burden for provider groups and allow us to streamline the contracting and credentialing process.

If you are uncertain you are contracted at the group level or are a new provider group that would like to participate in the ProviDRs Care Network, please complete the Group Declaration of Agreement (DOA) form found on our [website](#).

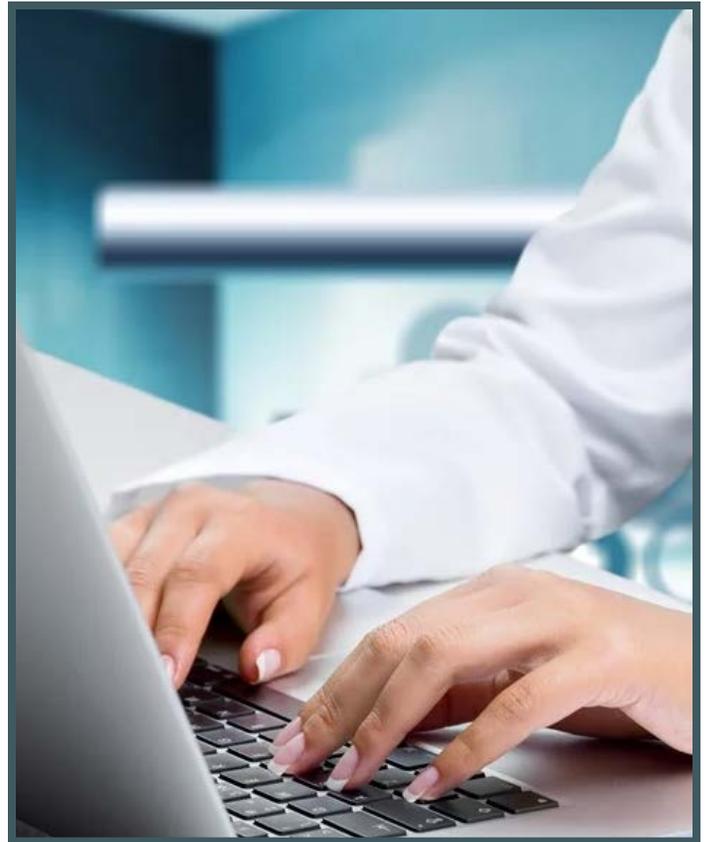


## 2019 Annual Provider Data Audit

ProviDRs Care recently sent out 2019's Provider Data Management Audit forms to a random sample of network providers. The audit helps to ensure your provider demographics, such as addresses and phone numbers, are displayed correctly in our online provider directory for ProviDRs Care members. The Provider Data Audit forms were sent to the provider's current CAQH credentialing contact.

## Provider Updates

ProviDRs Care's [provider directory](#) displays current Provider's information on file. If the information is incorrect or missing, please complete the [Provider or Practice Updates & Changes form](#) and submit the form along with a copy of the W-9 to [ProviderRelations@ProviDRsCare.net](mailto:ProviderRelations@ProviDRsCare.net).



## Reminders from the Credentialing team

- The fourth quarter is here! Remember to update liability insurance information in CAQH (Council for Affordable Quality Healthcare) when it becomes available. That will enable our staff to credential/recredential your providers without unnecessary delay.
- After a new provider's application has been approved, a welcome letter is sent to the CAQH credentialing contact with the network participation effective date for the provider.
- In addition to welcome letters, recredentialing reminder letters are sent to the CAQH contact in advance of a provider's recredentialing due date.
- When recredentialing files are approved, credentialing contacts do not receive a letter to confirm continued network participation.
- To check if a provider is participating in our network, their original effective date, or locations on file with ProviDRs Care, visit our website at [www.providrscare.net](http://www.providrscare.net). If you need to make changes to existing provider information, contact our Provider Relations team at [ProviderRelations@ProviDRsCare.net](mailto:ProviderRelations@ProviDRsCare.net).
- Semi-annual Report forms will be emailed to Delegated provider organizations mid-December and are due by January 31, 2020

**DON'T FORGET!**

# Medica Medicare Cost Product

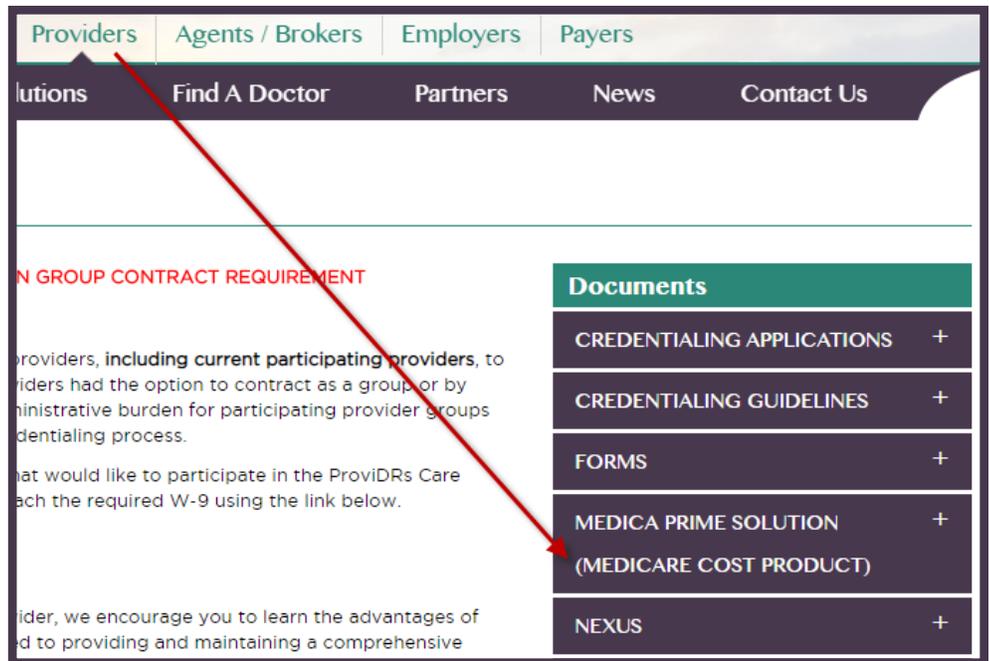
Medica Insurance Company, a payer partner with ProviDRs Care, will soon offer Medica Prime Solution (Prime), a Medicare Cost Plan product to serve Medicare-eligible individuals in Kansas.

Providers may have previously received materials directly from Medica; however, Medica now uses ProviDRs Care to contract with providers to participate in this product. Please note, at the current time, the ProviDRs Care network will not be utilized for durable medical equipment, laboratory, dialysis center, or mental health services; additionally, the network will also not be utilized for any provider services located in Johnson and Wyandotte counties

Medicare participation is mandatory to participate in Prime. Practitioners contracted individually will be required to contract at the group level, which helps to streamline the enrollment and administrative processes. ProviDRs Care will also collect additional demographic information required by the Centers for Medicare and Medicaid Services (CMS).

Participation in Prime will not affect your current network status or reimbursement with ProviDRs Care, nor will it affect your participation in other Medica products currently offered in Kansas.

If you are interested in participating in Prime and have not yet received contractual materials for this product, or wish to schedule a meeting to discuss, please contact Stacey Wilkerson, Contracting Specialist at (316) 500-1305 or [StaceyWilkerson@ProvidrsCare.Net](mailto:StaceyWilkerson@ProvidrsCare.Net). Additional information is available under the [Medica Prime Solution](#) section of the Providers page.



The screenshot shows the ProviDRs Care website interface. At the top, there are navigation tabs: 'Providers', 'Agents / Brokers', 'Employers', and 'Payers'. Below these are sub-tabs: 'Solutions', 'Find A Doctor', 'Partners', 'News', and 'Contact Us'. A red arrow points from the 'Providers' tab to the 'MEDICA PRIME SOLUTION (MEDICARE COST PRODUCT)' item in the 'Documents' menu on the right. The 'Documents' menu includes: CREDENTIALING APPLICATIONS, CREDENTIALING GUIDELINES, FORMS, MEDICA PRIME SOLUTION (MEDICARE COST PRODUCT), and NEXUS. The main content area on the left contains text about 'GROUP CONTRACT REQUIREMENT' and mentions 'providers, including current participating providers, to...'. A vertical column of green dots is on the right side of the screenshot.





## October is Health Literacy Month

Health Literacy is the degree to which a person has the capacity to obtain, process, and understand basic health information and services that are required to make an informed health based decision. Health literacy affects patient's ability to:

- Navigate healthcare systems
- Fill out forms
- Locate providers and services
- Share their health history with health care providers
- Properly manage chronic conditions
- Understand the need for medications/treatments
- Be compliant with medications/ treatments

Patients with limited health literacy are less likely to seek preventative services, understand and properly manage their chronic conditions, increase preventable emergency department visits and hospital admissions, as well as have higher mortality rates and higher health care cost.

Health care providers are tasked with determining their patients' literacy level and to recognize when the patient does not understand. Health care providers need to understand that most patients feel pressure to act as if they understand the information that is being provided. The key to increased health literacy is clear and concise communication between the patient and provider. Additionally, easy to understand health care instructions, handouts, and prescription labels aid in increased health literacy. All of these factors can improve patient engagement, adherence to treatment and care-plans, medication compliance, reduction ED and hospital admissions, and mortality rate reductions.

