Provider Newsletter
Spring 2025

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Spring is finally here!

Spring is a breath of fresh air. Spring is an opportunity to turn over a new leaf. Spring is like walking after a long rest. Spring is a new dawn. Wishing our valued providers and staff a Happy Spring!

Provider and Staff Training Programs

Community Health Plan of Washington (CHPW) offers a variety of mandatory and optional training and education opportunities to enhance your knowledge and understanding of policies, procedures, and regulatory requirements. To receive credit for completing online training programs, providers must submit an attestation. The link to the attestation form is available on the final slide of each training program.

CHPW partners with expert trainers to make sure that providers have the resources they need to deliver the best care to our members.

Visit CHPW's Clinical Practice Training and Resources.

The following lists CHPW's mandatory and optional provider and/or staff training programs. CHPW's provider orientation training is updated annually, so this is a suitable time to revisit this program to ensure you have the latest and most updated information. CHPW has added three new optional training programs that we hope providers and/or staff will benefit from – please see them below, marked as "New"!

Mandatory Training Programs

Provider Orientation: Newly contracted providers must complete orientation **within 90 days** of their contract effective date. The Provider Orientation and Training Program provides key information regarding CHPW. This program is a great resource to help providers and staff get acquainted with CHPW, its policies, procedures, and administrative requirements.

Dual Eligible Special Needs (D-SNP) Plan and Model of Care (MOC) Training: The Centers for Medicare and Medicaid Services (CMS) require all care providers who treat patients enrolled in a Dual Eligible Special Needs (D-SNP) Plan to complete annual Model of Care (MOC) training. Must be completed by: Providers and staff who render routine care to members who are enrolled in the Special Needs Plan (i.e., MD, DO, ARNP, RN, LPN, etc.).

Patient Rights and Responsibilities & Advance Directives Training: Must be completed by: Providers and staff (i.e., MD, DO, ARNP, RN, LPN, Administrators, Office Managers, Medical Assistants, Receptionists, Medical Record Coordinators, Referral Coordinators, etc.).

General Compliance & Fraud, Waste and Abuse Training: As stipulated by contract with the Centers for Medicare & Medicaid Services (CMS) and the Washington State Health Care Authority (HCA), CHPW-contracted providers are required to complete General Compliance and (if not directly contracted with Medicare) Fraud, Waste and Abuse training that satisfy requirements under 42 CFR §438.608 (a) and (b), §422.503(vi)(C) and §423.504(b)(vi)(C).

Optional Training Programs

Established Provider Orientation: The Provider Orientation and Training Program provides key information regarding CHPW. Established providers may access this program for a refresher and updates. This program is a great resource for your new team members to get acquainted with CHPW, its policies, procedures, and administrative requirements.

Clinical Data Repository (CDR) Training: A Clinical Data Repository or CDR is a database designed to collect and index clinical content for specific uses. The Health Care Authority (HCA) has advanced Washington's capabilities to collect, share, and use integrated physical and behavioral health information from provider's Electronic Health Record systems (EHRs) by implementing the Washington Link4Health Clinical Data Repository (CDR).

Culturally and Linguistically Appropriate Services (CLAS) Training: Recommended for all health care workers (i.e., MD, DO, ARNP, RN, LPN, Administrators, Office Managers, Medical Assistants, Receptionists, Medical Record Coordinators, Referral Coordinators, etc.).

CHPW Health Management Overview: Get to know CHPW's different Health Management programs. These programs can help patients who have complex or multiple conditions better manage their health.

CHPW Appointment and After-Hours Access Standards
Access standards have been developed to ensure that all health care services are provided in a timely manner. It means a patient can see a qualified health provider within a reasonable timeframe.

Eliminating Hepatitis C in WA State
There are about ~2.3 million people in the U.S. living with Hep C. This presentation provides general information and resources that speaks to what can make HCV elimination possible in WA State.

Find the resources you need to complete **Mandatory and Optional Training** programs here: chpw.org/provider-center/provider-training-and-resources/hca-and-cms-training/

If you are interested in a training session hosted by CHPW's Provider Relations team, or if you have any questions regarding our training programs, please contact CHPW's Provider Relations Department at Provider.Relations@CHPW.org.

Annual Patient Satisfaction Surveys Begin

It is that time of year when some of our mutual patients/members will be contacted to provide feedback on their experiences by completing the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey (applies to Apple Health and Medicare members) conducted by the NCQA accredited group-Press Ganey. Our Individual & Family Plans members will also be contacted to complete the Qualified Health Plan (QHP) Enrollee Survey. Outreach efforts will begin in late February and continue through June 2025 via mail, phone, QR codes, and web-based surveys. The members selected for these surveys will generally be those who were enrolled with CHPW in December 2024 (when the member file is pulled) and have had at least 6 months of enrollment with the plan.

The CAHPS Health Plan and QHP Enrollee Surveys are designed to measure patients' experience of care, encompassing the range of interactions that patients have with the health care system. This includes interactions with health plans as well as with doctors, nurses, and staff in hospitals, physician practices, and other health care facilities. The surveys are used to evaluate and compare health care providers and to improve the quality of health care services by comparing scores across the country. Results from the surveys are also used to drive various star ratings that are visible to consumers when they shop for a plan, as well as determine CHPW's ability to access additional financial resources to support member benefits and ultimately, CHNW.
Our members and patients are most likely to remember their recent experiences with their health plan, pharmacy, doctor, and clinic when filling out these surveys. The surveys present an excellent opportunity for the Community Health Network of Washington (and each CHC), and Community Health Plan of Washington to stand out through positive feedback and strong survey results.

Again, **the survey process runs from February through June 2025**. If you have questions or would like to learn more, please reach out to **Abha Puri at 206-731-7740, or via email at Abha.Puri@chpw.org.**

Our sincere thanks to you and your staff for all you do to provide excellent care and service to our mutual patients and members!

Autism Center of Excellence (COE) Certification Training

Eligible providers (ARNP's, Physician Assistants, physicians, and naturopaths) who may be interested in becoming a Center of Excellence (COE) provider to assess individuals for autism or an intellectual disability and prescribe Applied Behavior Analysis (ABA), as well as to providers who are eligible as an ABA COE through their provider type credentials and may benefit from the COE training.

Eligible ABA COE providers by credentials:

- A developmental pediatrician
- A neurologist
- A pediatric neurologist
- A pediatric psychiatrist
- A psychiatrist
- A psychologist

Save the Date- Centers of Excellence offers a One Day Training course for providers interested in becoming an ABA COE on **Friday, May 16, 2025, 8:30am-4:30pm**

Autism Centers of Excellence Training is open to health care professionals who are pursuing diagnosis certification, and, to non-diagnosing professionals working in the health care industry such as registered nurses, care coordinators, case managers, claims staff, etc.

While the COE training certifies eligible providers to diagnose autism spectrum disorders for pediatric patients with Medicaid, it is the COE's hope that non-diagnosing staff will join the training as it provides valuable insight and connections between those who work with our most vulnerable clients.

COE training focuses on current research and thinking regarding the evaluation, treatment, and continuing care for autistic individuals throughout the lifespan:

- Getting support from your administration
- Screening, evaluation, and diagnosis
- Differential diagnosis and co-occurring diagnoses
- Diagnostic evaluation models
- Treatment options including accessing Applied Behavior Analysis (ABA)
- Accessing community and state resources

- Documentation, billing codes, and orders
- Lived experience perspectives from autistic and family advocates
- Advice from current community COE clinicians
- ECHO Autism Washington and other follow up support
- Q & A and connect with regional partners

Non-diagnosing individuals do not need to complete the AAP online learning modules before the training. Simply register online and attend the one-day training.

Please also note that the COE has provided a link to the *COE Quick Start Guide* here: https://medicalhome.org/COEquickstart.pdf

Please follow the link provided for more information including registration and COE contacts for questions: https://medicalhome.org/event-home/autism-center-of-excellence-certification-trainings/

For questions, please email: Provider.Relations@chpw.org

Behavioral Health Online Training Through Relias Academy

CHPW is excited to announce an extended opportunity to access continuing education courses through Relias Academy!

The **Quarter 2 - 2025** series will focus on documentation and treatment planning for use by the Behavioral Health Agency staff. The training courses and total CEUs for each course are as follows:

Basics of Effective Documentation	1
Strategies for Effective Use of the DSM-5-TR	1
Behavioral Health and Chronic Medical Conditions: A Guide to Screening	1.25
Improving Treatment Engagement of Individuals with Behavioral Health Disorders	1.75
Best Practices for Documenting the Treatment Planning Process	1.5
Collaborative Documentation in Behavioral Health	1
Effective Psychoeducation for Individuals with Serious Mental Illness	1
Implementing Evidence-Based Practices in Clinical Practice	1
Approaches to Person-Centered Planning in Behavioral Health	1
Application of the Personal Outcome Measures for Behavioral Health	2.75
Documentation: The Legal Side	1

If you are interested in taking one or more of the training courses listed above, please complete the brief form: Sign up for CHPW Relias Access

- Requests will be reviewed weekly.
- You will receive information from CHPW's Training team
- Priority seats will be given to providers without access to Relias or a similar training platform

Providers will be granted access to these training courses until **June 30, 2025**

If you have any questions, please email us at trainings@chpw.org

Community Behavioral Health Support (CBHS) services – Updated Billing Spreadsheet

The Health Care Authority (HCA), in partnership with the Department of Social and Health Services (DSHS) and the Managed Care Organizations (MCO), recently updated the Supportive Supervision Billing Spreadsheet with several changes to simplify the billing process. You'll find the updated template on the HCA's Community Behavioral Health Support (CBHS) services webpage, under the "Additional resources" heading: Supportive supervision billing spreadsheet.

HealthMAPS Portal Enhancements—Coming Soon

View Remittance Advices

Providers, you've told us you'd like to access your remittance advice (RA) in HealthMAPS. CHPW listened, and we're excited to announce that soon you'll be able to do just that! CHPW is adding a new Document Center that will allow you to view your RA within the portal. You'll be able to search documents by Vendor Name, Vendor ID, and Dates From/To. Your search results will display in a grid showing the Document Type, Vendor ID, Vendor Name, Document Date, and Document Name. You'll be able to click on a link to view/open the full document.

Recipient Aid Category (RAC) Codes for Apple Health Members/Plans

We're also adding the member's RAC code from our enrollment data to the Patient Eligibility screen. This is in response to a request from the HCA.

Go-Live

We anticipate both new features will be available in May 2025. Please watch our Bulletin Board and the Provider News area in the portal for updates.

DOH Licensure Number on Claims

Since April 2017, behavioral health agencies (BHAs) have been required to report on claims and encounters with the **specific site ID of the agency where a service was performed**. This requirement was implemented to support institutions for mental

diseases (IMD) reporting requirements [CFR 438.3(e)(2)] in addition to the CMS regulations regarding enrollee encounter data [42 CFR 438.242(c).]

This reporting requirement has not changed; however, instead of reporting the site-specific ID, BHAs must report the **site-specific Department of Health (DOH) licensure number instead.** This number is searchable on the Facility Search page of the DOH website.

IMPORTANT: Due to this requirement, **starting in March 2025**, CHPW began denying claims if the DOH Certification number is omitted. Should you experience a denial for omitting the DOH certification number, you could submit a corrected claim within CHPW's timely filing limits for corrected claims, 24 months from the DOS – original claims must be filed within 12 months from the DOS.

Do not include the alpha characters of the license on your claim – only include the numeric portion of your license which should be an 8-digit number.

The DOH license number must be reported as follows:

- Loop 2310C, REF*G2 Segment for 837P
- Loop 2420C, REF*G2 Segment for 837P
- Loop 2310E, REF*G2 Segment for 837I
- If paper claims, Box 19 on CMS 1500 is used to provide additional information

Additional Resources

The Behavioral Health Data System guide (BHDG; also known as the Behavioral Health Supplemental Transaction Data Guide) references this field in "Appendix F: Instructions for submitting License Number in P1." It states: "Please refer to the State of Washington 837 Professional and Institutional Encounter Data Companion Guide." The BHDG is only for supplemental data in the Behavioral Health Data System (BHDS); it should not be used as a reference guide to submit encounter data.

In addition, the 837 Professional and Institutional Encounter Data Companion Guide references this field in section "3 Transaction Specifications" for loops 2310C and 2420C.

WAC 246-341-0300, Agency licensure and certification—General information, is intended to help outline the process for obtaining a license number through DOH.

For questions, please contact Provider Relations: Provider.Relations@chpw.org.

Appointment & After-Hours Access Standards

Access to care means **a patient can access a qualified health provider within a reasonable period**. The following appointment and after-hours access standards have been developed to ensure that all health care services are provided to CHPW members in a timely manner.

CHPW conducts annual access reviews to meet regulatory requirements. In 2025, Appointment and After-Hours Access Reviews will start in April and run through the summer months. CHPW

calls your offices to complete the reviews. We appreciate your participation and cooperation with the reviews this year!

Appointment Access Standards

Type of Appointment	Scheduling Time Frame
All Providers	
Emergency Care	Immediately, and available 24/7
Transitional visit (clinical assessment or care planning)	Within seven (7) calendar days of member's discharge from an inpatient or behavioral health facility or substance use disorder treatment program.
Second Opinion	Within thirty (30) calendar days of the request unless the Enrollee requests a postponement of the second opinion to a date later than thirty (30) calendar days.
PCP, OB/GYN, Midwife	
Routine/preventative office visit	Within thirty (30) business days
Non-urgent office visit	Within seven (7) business days
Urgent, symptomatic office visit	Within twenty-four (24) hours
Behavioral Health Providers	
Care for a non-life-threatening emergency	Within six (6) hours
Urgent care	Within twenty-four (24) hours
Initial visit, routine care	Within seven (7) business days
Follow-up, routine care	Within thirty (30) business days
Specialty Care Providers	
Routine office visit	Within seven (7) business days of request
Non-urgent office visit	Within twenty-four (24) hours

After-hours Requirements:

1. Must have an answering machine or on-call service – *call pick up within 10 seconds.*
2. Must have an on-call provider available.

After-hours <u>Messaging</u> Requirements (live answering service or answering machine):

- "If this is an emergency, hang up and dial 911"
- How to contact an on-call provider messaging examples:
  - "This is how to contact our on-call provider, dial ……."
  - "I will connect you to our on-call provider now"
  - "I will have our on-call provider contact you within 30-minutes"
  - "Please contact the nurse line at……"
- Behavioral Health Providers – *when available after-hours messaging should also include a crisis center phone number.*

For more information, please access CHPW's Appointment & After-Hours Training Program:
CHPW Provider Center Training & Resources

For questions, please contact CHPW's Provider Relations Department:
Jae Switzer - Manager, Provider Relations
Email: jae.switzer@chpw.org

CHPW launches a new MemberFirst™ Rewards Program

We're excited to share an upcoming **CHPW MemberFirst™ Rewards program.** This program will provide a reward incentive for eligible members who receive certain cancer screenings. These are key preventive care services that members may not have kept current in recent years. Through this program, we hope to not only provide a financial incentive to find time to schedule an appointment but also encourage our members to talk with their providers about preventive care and when to schedule recommended screenings and appointments.

The **CHPW MemberFirst™ Rewards program** will offer gift cards to eligible members for three preventive cancer screenings: **breast cancer**, **colorectal cancer** (includes at-home and in-office tests), and **cervical cancer** screenings.

- **CHPW Apple Health** (Medicaid) members can earn gift cards for **breast cancer** ($50) and **colorectal cancer** ($25) screenings.*
- **CHPW Medicare Advantage** members can earn gift cards for **breast cancer** ($50) and **colorectal cancer** ($25) screenings.
- **CHPW Individual & Family Cascade Select** members can earn gift cards for **breast cancer** ($50), **colorectal cancer** ($25), and **cervical cancer** ($50) screenings.

Members will fill out an online form after receiving an eligible cancer screening or test to claim their reward, requiring only when the test or screening was administered and the location. This form will be available on all our websites (chpw.org, medicare.chpw.org, and individualandfamily.chpw.org)

Please watch for a launch announcement in the CHPW Provider Center Bulletin Board coming soon. We will also be producing educational material to explain what to expect from the screening, dispel some myths, and promote preventive care.

*CHPW Apple Health (Medicaid) members can also earn gift card rewards for prenatal, postpartum, and well-child checkups through our ChildrenFirst™ Program.

Reporting Changes in Provider Information

All CHPW providers must give notice to CHPW at least 60 days in advance of any provider changes including, but not limited to:

- Tax identification
- NPI number (individual and/or group)
- Billing (vendor) address
- Office phone and fax numbers
- Service location address updates
- Provider additions (include provider effective date)
- Provider terminations (include provider termination date)
- Clinic/facility location additions/changes (if applicable, include effective and termination dates for your clinics and/or facility)
- If telehealth services are available at your location(s)

- CHPW recognizes that many providers implemented telehealth in response to COVID-19. As providers are increasingly using telehealth, it's important that our Provider Directory accurately reflects the availability of these services.

Advance notice for changes will provide CHPW with ample time to update all systems, notify members, and prevent claims processing delays. Provider and group changes should be reported to CHPW by completing a Provider Add Change Term Form and/or Clinic and Group Add Change Term Form (available on the Provider Forms and Tools page of our website). Simply complete and submit the online form or email your completed form to Provider.Changes@chpw.org.

Provider Appeals Submission Methods

Providers may submit appeals to CHPW using the following 3 methods:

Methods 1&2 – Preferred:

1. Email: appealsgrievances@chpw.org
2. Fax:
   Apple Health and Cascade Select: **206-613-8984**
   Medicare Advantage & Duals: **206-652-7010**

Method 3 – Unpreferred:

3. Regular mail:
   Community Health Plan of Washington
   Attention: Appeals Department
   1111 Third Avenue, Suite 400
   Seattle, WA 98101

If possible, it is preferred that providers use methods 1&2 above (Email & Fax) when filing your appeals, as these methods will avoid manual processing, which cause delays in processing your appeals.

For questions, please email: Provider.Relations@chpw.org

Inclusive Healthcare for Washingtonians: Equity, Access, and Impact

Our Shared Commitment to Health Justice

At Community Health Plan of Washington (CHPW), we are dedicated to serving the diverse communities of Washington State. Delivering culturally and linguistically responsive care is essential to improving care quality and reducing health disparities.

How CHPW is taking action to advance health equity:

- We analyze quality data metrics, stratified by key demographic factors such as race, ethnicity, and language, to identify and address disparities.
- We integrate equity into our quality improvement initiatives to drive meaningful change.

- We cultivate a diverse, culturally responsive workforce and provider network to serve our members better.
- We prioritize language assistance to ensure equitable access to care for all.
- We develop resources and share data to empower our staff and provider network to address health equity.
- We recently formed Member Advisory Council to gain insight directly from members about their needs and experiences, ensuring our programs and services align with the communities we serve.

As a valued provider in the CHPW network, we are committed to supporting you with the tools and insights needed to advance equity in the care you provide to your community. We can create a healthier, more equitable future for all Washingtonians.

Health Equity Training Resources

We believe that addressing health equity starts with acknowledging the systems of oppression within which we operate. We continue to recognize that racism is a public health crisis. To combat racism and discrimination, the healthcare community must recognize, name, and understand its role in addressing this systemic issue. Begin your implicit bias learning and self-reflection by taking Harvard's free **Implicit Bias Test**.

The Institute for Healthcare Improvement has created a five-component framework to address equity. Download the Improving Health Equity: Guide for Health Care Organizations to complete your equity assessment. The Institute for Healthcare Improvement (IHI) has developed a five-step framework to advance racial equity in health systems. Learn how setting explicit aims, building coalitions, and addressing systemic barriers can strengthen healthcare's role in undoing oppression. Explore the lessons from IHI's global initiatives by reading Advancing Equity in Health Systems by Addressing Racial Justice.

CHPW maintains a list of dynamic training options to support you with continued training and learning, including a section focused on **Equity & Cultural Competency**. Visit our website today to see the training calendar and find a training that fits your needs!

Health Equity Toolkit

At CHPW, one of the first steps in providing equitable care is knowing the members and patients we collectively serve. To assist with this, we created the **2025 CHPW Demographic analysis**, which includes:

- Demographic data (Race, Ethnicity, and Language) of members broken down by Line of Business
- Social Drivers of Health Data
- Demographic data (Race, Ethnicity, and Language) of members broken down by region
- Demographic data (Race, Ethnicity, and Language) of members broken down by Community Health Center

Understanding the demographics of the members we serve is integral for providing culturally appropriate care and meeting our members' linguistic needs.

As a provider, we collect your race/ethnicity and languages spoken and those spoken at your clinic to assist patients in selecting a location where they can receive culturally congruent care. You can update this information online via our **Provider Changes Form** or **Clinic Changes Form.** To promote language assistance resources such as interpretation, CHPW has created and translated our "**I Speak**" cards into many of our top languages: Spanish, Chinese, Vietnamese, Russian, Somali, and Arabic, and posted them on our website in a ready-to-print format. Your clinic can utilize CHPW's telephonic, virtual, or in-person interpretation services to speak with patients in their preferred language. Instructions are included in our **Provider Manual**.

Join our Community Advisory Council

Do you know a community leader who is committed to advancing health equity? We'd love to meet them.

As our trusted partner, we'd like your help identifying potential candidates for CHPW's **Community Advisory Council (CAC)**.

Council members will play a vital role in ensuring that health equity remains at the forefront of our initiatives. Leaders will collaborate to:

Provide feedback and drive decision-making on health equity initiatives.

Share information on community level risks, social needs, and emerging issues.

Highlight community concerns, priorities, and community-specific opportunities to improve health outcomes.

We're seeking individuals who reflect the diversity of our community, particularly those from communities most impacted by health inequities due to systemic racism and/or oppression.

Council members are invaluable to this work and will be compensated for their time and insights. Four virtual meetings are held per year.

Do you know someone who would be a great fit? Please share this opportunity with them by forwarding this email. They can also email us at CommunityAdvisoryCouncil@chpw.org if they want to learn more or have questions. Or complete our interest form.

We appreciate any help you can provide to support this vital work. Together, we can build a more equitable healthcare system and improve health outcomes for our communities.

Thank you for reading!

For questions or to provide feedback regarding this newsletter, please email **Provider.Realtions@chpw.org**.

For more information and to stay connected, please visit our website at **https://www.chpw.org/**

Best regards,

Community Health Plan of WA