



August 2021



What's Inside

- [Message from the Medical Directors' Corner](#)
- [CCHP's LGBTQ+ Competencies and Resources](#)
- [Claims Reminder: Modifier 33](#)
- [Interoperability and Patient Access: Meet App Connect](#)
- [Freespira Available to CCHP Members](#)
- [Referrals to Case Management Reminder](#)
- [ForwardHealth Updates](#)
- [Important Reminders](#)
 - [View up-to-date COVID-19 information](#)
 - [CCHP Contact Reminders](#)
 - [Subscribe to our Provider Newsletter](#)

Message from the Medical Directors' Corner

This summer CCHP continues its focus on ensuring our members have information about and access to the COVID-19 vaccine. As Wisconsin approaches the 60% mark of adults who are fully vaccinated, there are many communities where the numbers are lagging behind. In particular, vaccine rate disparities are evident in communities of color, and CCHP has dedicated efforts to combat these disparities. Through a partnership with Health Connections, a Milwaukee area healthcare service provider focused on caring for vulnerable populations, CCHP has supported mobile vaccine clinics at the Black Pride March and Juneteenth Celebration in Milwaukee.

Additional clinics are planned in August at Pete's Fruit Market, a neighborhood grocery with locations on the north and south sides of Milwaukee. Additional events focused on the Hispanic population will occur in conjunction with Mexican Fiesta in late August. Other outreach efforts continue through phone calls, emails, postcards and social media outlets to emphasize the importance of the COVID vaccine to the health of individuals and the community at large.



With new COVID-19 variants ever emerging, CCHP will continue to actively encourage our members to get vaccinated. We know our members will also come to you, their providers, with questions and concerns about the vaccine. Thank you for taking the time to address any hesitations with your patients and for endorsing the vaccine.

Please feel free to direct your patients to our [website](#) or our member advocates phone line at (877) 900-2247, as we are eager to help them find a vaccination site that will work for them, including arranging needed transportation.

As always, thank you for your ongoing partnership in our quest for optimal health and well-being for our members and for the community.

Sincerely,

Jim Slawson, MD

Chief Medical Officer

Children's Community Health Plan

Kelly Hodges, MD

Medical Director

Children's Community Health Plan

[Back to Top](#)

CCHP's LGBTQ+ Competencies and Resources

CCHP values diversity in all forms and diligently works to create a fully inclusive experience for our providers, members and employees. That is why we foster culturally competent standards and services to address the needs of members who require specific culturally competent services.

Our providers have access to Provider Manuals that promote cultural awareness and available educational materials, our website and ongoing newsletters for continued education.

In addition to the resources above, we held a staff education summit regarding our LGBTQ+ community and addressed the following topics:

- Availability and access of health care services
- Deeper understanding of the unique total whole-health needs for our members who are part of the LGBTQ community, including the various barriers they experience
- This education included a panel conversation, facilitated by the CCHP Diversity Committee, brought together six community leaders and experts to share their experiences and respond to a wide range of staff led questions, prepared in advance of the session
- Expectations were established that all plan staff, regardless of job title and role, attend this educational experience as part of a broader series of

- interactive educational/development opportunities for all CCHP staff
- Presentation in partnership with the LGBTQ+ Chamber of Commerce in early 2021

As we continue to ensure a diverse and inclusive environment, we are working on strategies and best practices with the co-chair of our IRG system, Andrew Capelle, to help LGBTQ+ health disparities.

If you have any questions, please feel free to reach out to our team.

[Back to Top](#)

Claims Reminder: Modifier 33

Recently we've noticed an increased amount of claims come through that are supposed to be for preventive screening for colonoscopies, or other services that have been processed with member cost-share because of how they're being billed.

Information on how Together with CCHP pays preventative colonoscopies and other services where the diagnosis is considered diagnostic in nature, but the services rendered were intended to be preventive and paid as such, along with the importance of modifier 33 being appended can be reviewed below.

Modifier 33 was created to aid compliance with the ACA which prohibits member cost-sharing. When colonoscopies are billed and the initial reasoning for the visit is preventive screening, but polyps or other complications are discovered, this should be submitted with a primary diagnosis indicating the reason for the visit. If this is done, the claim will be paid as preventive if the reason for the visit was preventive screening and the diagnosis is preventive in nature.

If a diagnosis is considered diagnostic in nature, modifier 33 should be appended if the visit should be paid as preventive. All associated claims should have modifier 33 appended as well as if the primary diagnosis is not considered preventive in nature, but instead diagnostic. Modifier 33 allows for charges to pay as preventive without member cost-share regardless of the diagnosis and tells CCHP that the charge is

preventive and should be paid as such.

Overall, if a patient is seen for preventive services, but other complications occur or things are found such as polyps, the reason for the visit should be billed as the primary diagnosis. This will allow the claim to pay preventive if the primary reason for the visit is for preventive screening and the diagnosis coincides with that. If a diagnosis is considered diagnostic in nature and is billed as the primary, then modifier 33 should be appended for the services to pay as preventive.

[Back to Top](#)

Interoperability & Patient Access: Meet App Connect

What is App Connect?

Children's Community Health Plan is using App Connect to better support our members! App Connect is a tool for our members that allows them to connect their CCHP, Together with CCHP or Care4Kids health information to third party health history apps.

Which members can get an App Connect account?

Members who are current or previous member of CCHP, Together with CCHP or Care4Kids with a health record created after December 31, 2015 are eligible for App Connect. Members must be at least 18 years old to use App Connect. Parents or guardians of members under the age of 18 can set up accounts on behalf of their minor children.

How Does App Connect Work?

App Connect provides a link between CCHP, Together with CCHP or Care4Kids, and external apps. Once a member provides authorization in App Connect, they may use the approved application(s) to view their CCHP, Together with CCHP or Care4Kids health information. These external apps may also include health information from other health plans.

Data is exchanged between health plans and external applications using Health Level

7® (HL7) Fast Healthcare Interoperability Resources® (FHIR) Release 4.0.1 as the foundational standard to support data exchange via secure application programming interfaces (APIs).

What health information is shared through App Connect?

Once a member authorizes App Connect to share with an external app, that external app will be able to connect to their CCHP, Together with CCHP or Care4Kids health information. Examples of health information that will be shared include medical claims, medications, immunizations, care plans and coverage.

Why was App Connect created?

App Connect was created to meet the requirements of the Centers for Medicare & Medicaid Services Interoperability and Patient Access final rule (CMS-9115-F). This rule is meant to give patients better access to their health information, leading to better care and improved outcomes. Your members can sign-up for App Connect by [visiting our website](#).

To learn more about Interoperability and Patient Access, visit

<https://www.cms.gov/newsroom/fact-sheets/interoperability-and-patient-access-fact-sheet>.

[Back to Top](#)

Freespira is Available to Your Patients

CCHP would like to remind you about our partnership with [Freespira, Inc.](#), the only FDA-Cleared digital therapeutic that can eliminate panic attacks and post-traumatic stress disorder (PTSD) symptoms in only 28 days. Freespira is available to all of CCHP's adult and adolescent* members that are 13 years or older, including Medicaid patients, making it the first health plan to offer this novel digital treatment in Wisconsin.

Freespira is an innovative option for providers to add to their mental health toolkit for patients who suffer from panic attacks and PTSD. It's been proven to be effective at alleviating symptoms as well as proven to reduce overall healthcare costs. It is a

win-win as the best way to improve the medical and social well-being of your patients and their communities.



freespira

FREE YOUR PATIENTS FROM PANIC ATTACKS AND PTSD SYMPTOMS IN 28 DAYS

Freespira® is the only FDA-cleared digital therapeutic proven to significantly reduce or eliminate panic attacks and PTSD symptoms in adults and adolescents.*

CONTACT US TO LEARN MORE

833.781.5509 | cs@freespira.com

*Freespira is indicated (FDA-cleared) as an adjunctive treatment of symptoms associated with panic disorder, panic attacks and/or PTSD in patients 18 and older. In younger patients, Freespira has been evaluated and is being made available as permitted by FDA's COVID-19 Enforcement Discretion Guidance.

This breakthrough treatment addresses key physiological factors that cause panic attacks and PTSD symptoms, in a new medication-free way. The clinical evidence is compelling—**86%**¹ of Freespira users were panic attack-free **immediately** after treatment and **82%**² had significant PTSD symptom reduction at 6 months, which can include flashbacks and avoidance behaviors. To learn more about Freespira clinical outcomes and patient success, please [download](#) the white paper: **It's Not "All in Your Head"** A physiological approach to treating panic attacks and PTSD.

Freespira is extremely efficient: it takes just 4 weeks to complete, each twice-daily session only lasts 17 minutes, and the portable system can be used anywhere—your patient can focus on their breathing. Users receive real-time physiological feedback and guidance that teaches them to normalize respiration rate and exhaled carbon dioxide levels. The daily practice solidifies the necessary self-management skills so patients can benefit long after the treatment is complete.



Freespira is especially important for adolescents: nearly 3 million children have been diagnosed with a serious emotional or behavioral health condition during the pandemic according to the [Centers for Disease Control and Prevention](#) (CDC). Roughly **6%** of children ages 6 through 17 live with serious emotional or behavioral challenges, including severe anxiety, and trauma-related mental health conditions like PTSD, according to the CDC data.

As a CCHP provider, Freespira is immediately available to help you improve the lives of your patients with panic attacks and PTSD in 28 days. To learn more about Freespira for your practice or provider group, please [contact us](#) or call at 833-781-5509.

* Freespira is indicated (FDA-cleared) as an adjunctive treatment of symptoms associated with panic disorder, panic attacks and/or PTSD in patients 18 and older. In younger patients Freespira has been evaluated and is being made available as permitted by FDA's COVID-19 Enforcement Discretion Guidance.

¹ Tolin DF, et al., Appl Psychophysiology Biofeedback. 2017; 42:51-58.

² Ostacher MJ*, Investigation of the Freespira System in the treatment of PTSD. Submitted for publication. CAPS-5 = Clinician-Administered PTSD Scale for DSM-5; *Reliable change index.

[Back to Top](#)

Reminder: Referrals to Case Management

Case management services are available to help members navigate the health system and identify gaps in care they may have. Our Case Managers provide education on the member's diagnosis and medications, including helping members work with providers to review and reconcile medications. Case Managers can help identify and obtain needed DME, services and supports for the member, including connections to community resources to address social determinants of health.

To make a **referral for case management** please complete one of our Referral forms below and fax it to 414-266-1715 or call 414-266-3173.

- [BadgerCare Plus](#)
- [Together with CCHP](#)

[Back to Top](#)

ForwardHealth Updates

View the most recent ForwardHealth Updates on our [website](#):

- [Transition from Temporary to Permanent Synchronous Telehealth Coverage Policy and Billing Guidelines](#)
- [Low-Dose Computed Tomography Lung Scan Coverage Policy Changes](#)
- [New Provider Message Center and Updates to the ForwardHealth Online Handbook](#)

To learn more, visit the [ForwardHealth website](#).

Children's Community Health Plan

[Back to Top](#)

Important Reminders

Review CCHP's Telehealth Policy & COVID-19

Updates

CCHP is working hard to stay up-to-date with the latest Telehealth and COVID-19 information for our providers. Remember to review our designated [Telehealth and COVID-19 web page](#) for important information and updates. You may also reference our [Telehealth Billing Guide](#).

CCHP Contact Reminders

To better assist our Providers please use the following contact information and resources regarding any questions you may have:

- **Provider Relations:** Please contact customer service first for assistance.
 - CCHP Badger Care Plus (800) 482-8010
 - Together with CCHP (844) 202-0117
 - CCHPProviderRelations@childrenswi.org
- **Provider Demographic Updates:** Complete the appropriate form and email to the address below
 - [CCHP Badger Care Plus](#) form
 - [Together with CCHP](#) form
 - CCHP-ProviderUpdates@chw.org
- **Provider Contracting:**
 - New providers: Complete [Letter of Interest form](#) which can also be found on our website
 - CCHP-Contracting@chw.org
- **Provider Credentialing:**
 - CCHP-Credentialing@chw.org
- **Clinical Services:**
 - CCHP-ClinicalServices@chw.org
- **Provider Portal Registration:**
 - 414-266-4522
- **2020 Provider Claims/Appeal portal questions:**
 - CCHPProviderRelations@childrenswi.org
- **Member Advocates:**
 - CCHPAdvocates@chw.org

[Back to Top](#)

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