



Care Coordination during Pregnancy

Sunflower Health Plan Project ECHO

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Agenda



- Prenatal Care Overview
- Care Management
- Member Benefits & Services Reminders
- Postpartum Care Overview

Prenatal Care Overview



What is Timely Entry into Prenatal Care?

For existing Medicaid members:

- The first prenatal visit must be completed at 176 days or sooner before the estimated due date on Notice of Pregnancy (NOP)

For new Medicaid members:

- If the first prenatal visit occurs after 176 days before estimated due date on NOP, then the prenatal visit must occur within 42 days of enrollment eligibility



Why is timely entry so important?

- Establishes a provider patient relationship to encourage optimal prenatal care
- Improves early access to care and case management programs



Notifying the Health Plan

Notification of Pregnancy (NOP)

- Assessment that notifies health plan of member's pregnancy
- Enrolls member into Start Smart for Baby (SSFB) program
- Can be submitted by the member, provider, or health plan/specialty company staff

NOP Provides

- Due date
- Risk factors – high- and medium-risk members and 17P candidates are prioritized for outreach
- Updated contact information



Prenatal Office Visits: NCQA HEDIS Requirements

Documentation in the medical record must include a note indicating the date when the prenatal care visit occurred, and evidence of one of the following.

- A basic physical obstetrical examination that includes auscultation for fetal heart tone, or pelvic exam with obstetric observations, or measurement of fundus height (a standardized prenatal flow sheet may be used).
- Evidence that a prenatal care procedure was performed such as:
 - Screening test in the form of an obstetric panel (must include all of the following: hematocrit, differential WBC count, platelet count, hepatitis D surface antigen, rubella antibody, syphilis test, RBC antibody screen, Rh and ABO blood typing), or
 - TORCH antibody panel alone or
 - A rubella antibody test/titer with Rh incompatibility (ABO/Rh) blood typing, or
 - Echography of a pregnant uterus.
 - Documentation of LMP or EDD in conjunction with both
 - Prenatal risk assessment and counseling/education
 - Complete obstetrical history

Care Management



Care Management

The Sunflower case management/care coordination program is designed to help members obtain needed services. Focusing on the whole person by partnering with our trusted providers to ensure members receive the right services, in the right place, at the right time. These services are implemented through:

- Care Coordination
- Complex / Intensive Case Management

Some of the benefits of care management are:

- Working with members to develop a care plan
- Speaking with members at scheduled times
- Interacting with members doctors'
- Helping connect members with community programs and services
- Coordination and assistance with appointment scheduling

Providers can refer members for care management

- Customer Service 1-877-644-4623
- Secure Provider Portal



Have you heard of Start Smart for Baby (SSFB)?

The goal of the *Start Smart for Your Baby* program is to decrease preterm deliveries, low birth weight, and poor health outcomes – by increasing prenatal, postpartum and pediatric care. The program strives to achieve this through early identification of pregnancy, member outreach, and member case management and/or care coordination.

It all starts with the Notice of Pregnancy (NOP) submission

Start Smart for Your Baby Program Features

Start Smart for Your Baby promotes education and communication to ensure a healthy pregnancy for moms and the first year of life for babies. Some of the key program benefits include:

- Case Management - Clinical guidance for the mom throughout their pregnancy
- Care Coordination - Management of social or substance abuse issues. Can help with a ride to the doctors or gas reimbursement
- Early and regular prenatal care helps identify conditions and behaviors that can result in preterm and low birth weight births
- Participation in a pregnancy management program improves birth outcomes in members who are at risk of having pregnancy complications
- Early identification of pregnant women and their risk factors is an important factor in improving birth outcomes

Pregnancy Welcome Packet

Once a Notice of Pregnancy has been submitted by the member or physician the member will be mailed a Start Smart for Baby pregnancy mailing. The mailing includes:

- Pregnancy letter
- Elective Delivery for your Baby Flyer
- Emergency Room Brochure
- 24/7 Nurse Advice Line Brochure
- Prenatal Depression Flyer
- Prenatal Depression Scale
- Start Smart Brochure
- Start Smart for Your Baby Breastfeeding Flyer
- Pregnancy Journey Book
- Tdap Flyer



Case Management Criteria

Members who have a history of the following will automatically qualify for SSFB case management and will receive outreach from a member of our team:

- Previous preterm delivery/ potential for preterm delivery with current pregnancy
- Asthma
- Diabetes or gestational diabetes
- Pregnancy induced hypertension / chronic HTN
- Urinary tract infections/ pyelonephritis
- Mental illness
- Congenital anomalies
- Other Risk Factors
 - Smoking
 - Alcohol or drug abuse
 - Domestic violence
 - Sexually transmitted diseases



Member Benefits & Services Reminders



Delivery Outcomes

The SSFB program shows significant improvement in the incidence of low birth weight infants

- 7.9% lower frequency for delivery weights <2500 g
- 20% lower frequency for delivery weights <1500 g
- 31.2% lower frequency for delivery weights <1000



Potential Hydroxyprogesterone Caproate Candidates

What is Hydroxyprogesterone Caproate?

- An injectable progesterone metabolite that has been shown to decrease preterm deliveries, prolong gestation, and reduce infant morbidity/mortality

Potential Hydroxyprogesterone Caproate Candidates:

- Identified through claims data that indicates prior preterm delivery and NOP assessments
- < 28 weeks gestation are considered top priority high-risk members
- Injections can begin the 16th through 28th week of gestation

Sharing the Importance of Flu Vaccinations

- The Centers for Disease Control (CDC) recommends flu shots for all women who will be pregnant during the flu season (November to April).
- Pregnancy diminishes the effectiveness of the immune system. Therefore, pregnant patients are more at risk of getting severe symptoms, pneumonia, or even death from the flu.
- Newborns have a higher risk of getting the flu but can't get the flu shot until they are six months old.

Member Assistance



Transportation Services

- Non Emergent Medical Transportation (NEMT) is available to members when they do not have a way to get to their medical or behavioral health appointments. We may use public transportation or bus tokens, vans, taxi, or even an ambulance, if necessary to get you to your healthcare appointment. To schedule transportation call three days before the appointment ModviCare 1-877-917-8162.



Interpreter Services

- We offer access to interpreters for members who do not speak English or do not feel comfortable speaking it. It is important that our providers and members are able to talk about medical and behavioral health concerns in a way both can understand.
- Our interpreter services are provided at no cost and is available for many different languages including sign language. For members that are blind or visually impaired we will provide an oral interpretation.
- To arrange interpreter services, call Customer Service at 1-877-644-4623 TTY 711.



Extra Services



My Health Pays[®]

Earn up to \$50 in rewards for healthy activities.



Dental Care

Keep your teeth healthy with six-month checkups & cleanings.



Sunny's Kids Club sends a new kids' book four times a year to enrollees.



Get limited minutes & data with a **Safelink smartphone!** Plus unlimited text messages and calls to Sunflower - at no cost to you.



Sunflower Transition to Employment Program (STEP) is an employment support resource program. It includes GED vouchers.



Start Smart for Your Baby[®] is a program for pregnant women and new moms. It includes transportation for WIC appointments.



Receive **\$10 produce vouchers** at special events with participating local Farmers Markets.



Healthy lifestyles support for kids, like membership fees to the **Boys & Girls Club**.



Caring for a loved one can be stressful. **Caregiving Collaborations[®]** is our program to support you.

See website for more benefits for waiver members.

Prenatal Care Member Incentives

Sunflower offers a rewards program to incentivize members to complete prenatal and postpartum visits, these rewards can be redeemed at local retailers on fresh produce, diapers, toiletries and more!

Visit SunflowerHealthPlan.com for more information!



Postpartum Care Overview



Postpartum Care

Postpartum visit with a care provider must occur on or between 7 and 84 days after the baby is delivered to close the HEDIS® measure. This visit is an opportunity to:

- Screen the mother for depression, anxiety, substance use, etc.
- Discuss family planning (18-month spacing between pregnancies) and contraception

Maternal Depression Screenings

Maternal Depression Screenings are reimbursable using the Current Procedural Technology (CPT) and Health Care Common Procedure Coding System (HCPCS) codes 96160, 96161, G8431, and G8510 when using one or more of the following validated screening tools:

- Edinburgh Postnatal Depression Scale (EPDS)
- Perinatal Grief Intensity Scale (PGIS)
- Postpartum Depression Screening Scale (PDSS)
- Patient Health Questionnaire 9 (PHQ-9)
- Beck Depression Inventory II (BDI-II)
- Center for Epidemiologic Studies Depression Scale (CES-D)
- Zung Self-Rating Depression Scale (SDS)

See KMAP Provider Bulletins & Manuals for additional billing details.



Questions?



Resources

- KDHE Mental Health Integration Toolkit https://www.kdheks.gov/cf/mental_health_integration.htm
- KMAP Manuals including KAN Be Healthy EPSDT <https://www.kmap-state-ks.us/Public/providermanuals.asp>
- KMAP Bulletins <https://www.kmap-state-ks.us/Public/bulletins/bulletinsearch.asp>
- KDHE WIC Information <http://www.kansaswic.org/>