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We Want Your Input

Each year, RMHP offers our providers the opportunity to provide input on our list of experimental and investigational procedures. Our team of Medical Directors carefully considers our providers’ professional opinions and experiences when determining the coverage status of these procedures. Your input is essential in a robust decision-making process.

Our current list is found at rmhp.org. Select I am a Provider > Provider Resources > Prior Authorization, then choose the Surgeries, procedures, tests button to access the prior authorization list. The experimental section begins on page 36.

Please submit your feedback to jessica.segrest@rmhp.org. Include the code, procedure name, suggested revisions, supporting documentation, and any suggested alternatives, especially those more conservative or cost-effective that may provide the same or higher quality outcome for the patient. Be sure to also include the best way to reach you for any necessary follow-up discussion. If you have any questions, please call Jessica Segrest with RMHP Care Management at 970-248-8749.

We appreciate your feedback!

An Update to RMHP Clinical Practice Guidelines

At RMHP, we write, adopt, and review evidence-based clinical guidelines to help providers and Members make decisions about appropriate health care for specific clinical circumstances. Below is a list of the guidelines approved for 2019 and the source of the information.

<table>
<thead>
<tr>
<th>Guideline</th>
<th>Source</th>
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</thead>
<tbody>
<tr>
<td>Adult Preventive Care</td>
<td>U.S. Preventive Services Task Force, Centers for Disease Control</td>
</tr>
<tr>
<td>After a Heart Attack</td>
<td>American Heart Association, American College of Cardiology</td>
</tr>
<tr>
<td>Asthma</td>
<td>National Heart Lung Blood Institute</td>
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<tr>
<td>Attention Deficit Hyperactivity Disorder</td>
<td>American Academy of Pediatrics</td>
</tr>
<tr>
<td>Cardiovascular Disease</td>
<td>American Heart Association, American College of Cardiology</td>
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<tr>
<td>Diabetes</td>
<td>American Diabetes Association</td>
</tr>
<tr>
<td>Major Depression</td>
<td>American Psychiatric Association</td>
</tr>
<tr>
<td>Pediatric Preventive Care</td>
<td>American Academy of Pediatrics, Centers for Disease Control, U.S. Preventive Services Task Force</td>
</tr>
<tr>
<td>Perinatal Care</td>
<td>Rocky Mountain Health Plans</td>
</tr>
<tr>
<td>Special Healthcare Needs Adult</td>
<td>Rocky Mountain Health Plans</td>
</tr>
<tr>
<td>Special Healthcare Needs Children</td>
<td>Rocky Mountain Health Plans</td>
</tr>
</tbody>
</table>

The RMHP Clinical Guidelines can be found at rmhp.org/learning-center/helpful-resources/quality-improvement. You can also request a copy by contacting the RMHP Quality Improvement team at 970-263-5552 or 855-830-1565.
Understanding CPT Code 90837

The below information outlines the coverage rationale and medical necessity for CPT code 90837, which relates to outpatient psychotherapy.

Outpatient psychotherapy sessions lasting 60 minutes or longer are proven and medically necessary in the following non-routine circumstances:

The Member is experiencing an acute crisis, is not at imminent risk of harm to self or others, and psychotherapy for crisis is appropriate for providing rapid and time-limited assessment and stabilization. Prior authorization is not required when there is an acute crisis:

- CPT 90839: Psychotherapy for crisis; first 60 minutes
- CPT 90840: Psychotherapy for crisis; each additional 30 minutes (List separately in addition to code for primary service)

OR

An individual psychotherapy session with evaluation and management is being provided, and there is an unexpected complication resulting from pharmacotherapy, or an acute worsening of the Member’s condition that would likely require a more intensive level of care if the outpatient session is not extended.

OR

There is periodic involvement of a child, adolescent, or geriatric person of the Member’s family in a psychotherapy session, and such involvement is essential to the Member’s progress (e.g., psychoeducation or parent management skills are being provided).

- This is not synonymous with marital or family therapy.

OR

A psychotherapy session lasting 60 minutes or longer is otherwise needed to address new symptoms or the re-emergence of old symptoms with a rapid, time-limited assessment and stabilization response. Without this session, the new or re-emerging symptoms are likely to worsen and require a more intensive level of care.

Outpatient psychotherapy sessions lasting 60 minutes or longer are proven and medically necessary in the following circumstances as indicated by the Member’s condition and specific treatment needs:

The Member has been diagnosed with post-traumatic stress disorder, panic disorder, obsessive compulsive disorder, or specific phobia, and is being treated with prolonged exposure therapy.

OR

The Member has been diagnosed with post-traumatic stress disorder and is being treated with eye movement desensitization and reprocessing (EMDR) or traumatic incident reduction (TIR).

OR

The Member’s borderline personality disorder diagnosis is a covered condition, and the Member is being treated with dialectical behavior therapy (DBT).
Free Resource for Deaf, Hard of Hearing, or Deafblind Patients

If you treat patients that may be deaf, hard of hearing, or deafblind, there is a new resource available to help facilitate effective communication.

Colorado’s Joint Budget Committee has recognized the shortage of sign language interpreters in rural communities, which are defined as areas outside of the Front Range. This shortage has contributed to frequent barriers for effective communication for individuals who are deaf, hard of hearing, or deafblind. To meet this demand, the Committee has funded a two-year Rural Interpreting Services Project (RISP) Pilot. RISP arranges for and provides **free** qualified sign language interpreters for a variety of needs, including physical and mental health. You can schedule an interpreter by any of the following methods. Please allow as much advanced notice as possible.

- **Phone**: 970-852-2036
- **Video Phone**: 970-812-1929
- **Request online**: visit [cfigj.org](http://cfigj.org), then choose *Programs > Deaf and Hard of Hearing Services*
- **Email**: ASLinterpreting@cfigj.org
- **Learn more at**: [colorisp.com](http://colorisp.com)
You’re Invited

Join RMHP and your peers at these upcoming events hosted by the RMHP Practice Transformation team.

Advanced Practice Conference  
Friday, June 14, 2019  
8:00 a.m. – 3:45 p.m.  
Double Tree Hotel, Grand Junction

The Advanced Primary Care Conference is open and free of charge to all medical and behavioral health providers, nurses, administrators, and office staff members in primary care. This one-day conference offers sessions around leadership in primary care, clinical and operational best practices, and general business operations of running a practice.

There will be both plenary and breakout sessions offered throughout the day, including a session on personal development from Camille Rapacz from Seattle, Washington. Additionally, there will be breakout sessions that include topics such as employee engagement, grant writing, coding for behavioral health, and measurement-based care in the treatment of depression.

Roundtable discussions on a variety of topics, including the value of coding certification, mentorship, telehealth and telemedicine, virtual staff mentorship, self-care, and more, will be hosted by the RMHP Practice Transformation team and conference speakers.

6th Annual Care Management Training  
Friday, September 13, 2019  
8:00 a.m. – 3:15 p.m.  
Double Tree Hotel, Grand Junction

Have you been thinking about implementing care management strategies into your practice or looking for additional training for your care management staff?

The 6th Annual Care Management Training is free and open to all professionals who are performing any care management responsibilities, including practices who currently have care managers on their team, team members who have care management responsibilities, and practices who are exploring adding a care manager into their practice. Topics will include:

- A plenary session on Do it Well, Make it Fun by Ron Culberson
- Advanced Care Planning
- Encouraging Others to Take Initiative
- Needs Assessments and Care Plans
- A closing session on Turning Endings into Beginnings

For more information or to register for these events, contact Mindy Patton, Sr. Learning Event & Communication Coordinator, at mindy.patton@rmhp.org.

Explore Destination: RMHP

The RMHP Practice Transformation team is pleased to host Destination: RMHP, a new podcast series dedicated to the journey of advancing care. Join the conversation as the RMHP Practice Transformation team and their guests explore topics centered around advanced care.

Listen in at destinationRMHP.com
At RMHP, we’re committed to providing you with the resources you need so you can treat your patients – and our Members.

**Drug Safety Program**

RMHP Members who visit multiple prescribers and use multiple pharmacies to fill controlled medication prescriptions are identified by our Pharmacy department and enrolled in the Drug Safety Program. The program limits these Members to one prescriber and one pharmacy with coverage denied if other prescribers or pharmacies are used.

With RMHP’s Drug Safety Program:
- Case managers facilitate appropriate utilization of resources
- Adherence to the medication treatment plan is reinforced
- Periodic Member assessments are performed
- Members receive support and education pertinent to their needs
- Case managers attend Member appointments with providers as able

Providers can refer an RMHP Member for enrollment in the Drug Safety Program by contacting the Pharmacy Help Desk. Call 970-248-5031, fax your request to 970-248-5034, or email pharmacy.reps@rmhp.org.

**Complex Case Management**

RMHP’s Complex Case Management Program uses a team approach to improve the quality of life for Members with complex health needs. Nurses help Members take control of their health care needs and optimize their benefits. Case managers collaborate with the Member’s providers, including behavioral health providers. RMHP case managers also have access to community resources to help Members experiencing financial or other challenges because of their health situation.

Providers can refer an RMHP Member or contact a case manager to discuss a concern by calling 970-248-8718 or 800-793-1339 or by completing an electronic referral form at rmhp.org. Choose I am a Provider > Provider Resources > Commonly Used Forms.
Diabetes Screening for People with Schizophrenia or Bipolar Disorder Using Antipsychotic Medications

Patients taking atypical antipsychotics have an increased risk of developing diabetes. We encourage our providers to screen Members taking antipsychotics annually for diabetes. Here are some helpful tips for these screenings:

- Explain the importance of having an A1C annual checkup while on these medications
- Order tests during every patient visit until the test is completed
- Ask the RMHP Care Management team for help with care coordination, including transportation assistance

Did you know?

RMHP is committed to helping Members who struggle with substance use, including opioids and alcohol, get the whole-person care that’s right for them. RMHP’s Care Management team can connect Members to physical and behavioral health providers, along with local community resources. If you would like to learn more about how we help these Members, or how you can become more involved, contact RMHP Care Management at 970-248-8718 or 800-793-1339.

Oxygen Coverage for RMHP Medicare Members

Members enrolled in an RMHP Medicare plan experienced a change to their oxygen benefit for 2019. Oxygen is no longer subject to the medical deductible on RMHP Medicare plans. Instead, Members now have a 20% coinsurance. If you have questions about this benefit, please contact RMHP Customer Service at 970-248-5036 or 800-854-4558.
At RMHP, we’re committed to working with our valued providers to help our Members get the care they need, when they need it. CareNow from EasyCare Colorado is a new tool that can help RMHP RAE, Prime, and CHP+ Members eliminate unnecessary visits to the emergency room. Members may be referred back to you in certain situations, allowing for high-quality and informed care.

Together, we can help your patients – and our Members – get care when they need it. RMHP RAE, Prime, and CHP+ Members can download the EasyCare Colorado app from the App Store or Google Play, or visit EasyCareCO.com/CareNow.

Find us on Social Media

@RMHPColorado
@RMHP
@RockyMtnHealthPlans
rmhp.org/blog