

- Providers may use the modifier 25 when billing an E&M code with another significant procedure on the same day. The modifier 25 should be affixed to the E&M code only. The medical record should clearly support the significance and distinctiveness of the associated procedure.
- The modifier 25 may also be used to bill a preventive health screen, or Texas Health Steps medical checkup, performed on the same day as a sick visit. The modifier 25 should be affixed to the preventive screen code.

The Sendero Fraud, Waste and Abuse (FWA) special investigative unit monitors modifier 25 billings. Occasional chart audits are performed to comply with our FWA program requirements.

## PROVIDER AND PRACTITIONER ANNUAL REMINDER

Sendero Health Plans would like to inform you about our website [www.senderohealth.com](http://www.senderohealth.com). We include information about many topics of interest on our website. You can view and/or download information about the following topics on the website.

- Information about Sendero's Quality Improvement Program including goals, processes and outcomes as related to care and service.
- The process for facility staff, including discharge planners, to refer members to case management.
- The process for practitioners to refer members to case management.
- The process to refer members to disease management.
- Information about disease management programs, including how to use the services and how Sendero works with a practitioner's patients in the program.
- Sendero's policy prohibiting financial incentives for utilization management decision-makers.
- Information about how to obtain or view copies of Sendero's adopted clinical practice guidelines and preventive health guidelines, including those for:

- Community Care Collaborative Hypertension Protocol (Version 1.2\_8/25/2015)
- Community Care Collaborative Heart Failure Protocol (Version 1.0\_6/11/2014)
- Diabetes Clinical Guidelines for Children and Adults: TX Diabetes Council (2004 -2016)
- Community Care Collaborative Type 2 Diabetes Mellitus Protocol (Version 1.0\_6/11/2014)
- National Heart Lung Blood Institute (NHLBI) Asthma Care Guidelines (2007)
- Centers for Disease Control and Prevention: Immunization Schedules for Birth – 18 Years (2016)
- Centers for Disease Control and Prevention: Immunization Schedule for Adults Aged 19 Years and Older (2016)
- Bright Futures/American Academy of Pediatrics Recommendations for Preventive Pediatric Health Care (2016) for CHIP & IdealCare
- Agency for Healthcare Research and Quality and U.S. Preventive Services Task Force: Guide to Clinical Preventive Services: Birth - Over 65 (2014)
- Institute for Clinical Systems Improvement: Preventive Services for Children and Adolescents (9/2013)
- Texas Department of State Health Services: THSteps Medical Checkup Periodicity Schedule for Infants, Children and Adolescents (11/16/2015) for Medicaid STAR only
- Institute for Clinical Systems Improvement: Routine Prenatal Care (7/2012)
- Beacon Health Options: Adolescent Depression (2012) based on AACAP Practice Guideline
- Beacon Health Options: Attention Deficit Hyperactivity Disorder based on AACAP Practice Guideline
- Beacon Health Options: Depression Management (2013) based on APA Practice Guideline

- Information about Sendero's medical necessity criteria, including how to obtain or view a copy.
- Information about the availability of staff to answer questions about UM issues.
- The toll-free number to contact staff regarding UM issues.
- The availability of TDD/TTY services for members.
- Information about how members may obtain language assistance to discuss UM issues.

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- Information about Sendero's pharmaceutical management procedures including our drug list along with restrictions and preferences; how to use pharmaceutical management procedures; an explanation of limits and quotas; how practitioners can provide information to support an exception request; and Sendero's processes for generic substitution, therapeutic interchange, and step-therapy.
- A description of the process to review information submitted to support a practitioner's credentialing application, correct erroneous information and, upon request, to be informed of the status of the credentialing or recredentialing application.
- Sendero's member rights and responsibilities statement.

If you have any questions about accessing our website or if you would like more information, please call the Network Management Department at 1-855-895-0475. The most recent information about Sendero and our services is always available on our website.

### THSteps Checkup Documentation - Essential to Medical Records

As a Texas Health Steps (THSteps) provider you affect the lives of many young Texans. The care you provide helps prevent serious or chronic health-care problems and often helps young patients begin to develop positive lifelong health-care habits. Being a THSteps provider can be very rewarding. It can also be very challenging, especially when it comes to medical checkup documentation. Independent studies of Texas Health Steps medical checkups indicate that records were most commonly missing documentation of appropriate laboratory tests and immunizations.

THSteps checkups are made up of six primary components, many including individual components. These are outlined on the Texas Health Steps Periodicity Schedule based on age and include:

1. **Comprehensive health and developmental history** which includes nutrition screening, developmental and mental health screening and TB screening;
2. **Comprehensive unclothed physical examination** which includes measurements; height or length, weight, fronto-occipital circumference, BMI, blood pressure, and vision and hearing screening;
3. **Appropriate immunizations**, as established by the Advisory Committee on Immunization Practices, according to age and health history, including influenza, pneumococcal, and HPV;
4. **Appropriate laboratory tests** which include newborn screening blood lead level assessment appropriate for age and risk factors, and anemia;
5. **Health education** (including anticipatory guidance); and
6. **Dental referral** every 6 months until the parent or caregiver reports a dental home is established.

For you to be reimbursed for THSteps checkups, each of the six components and their individual elements must be completed and documented in the medical record. Any component or element not completed must be noted in the medical record, along with the reason it was not completed and the plan to complete the component or element. The medical record must contain documentation on all screening tools used for TB, growth and development, autism, and mental health screenings. The results of these screenings and any necessary referrals must be documented in the medical record. THSteps checkups are subject to retrospective review and recoupment if the medical record does not include all required documentation.

In support of successful checkup documentation and to assist in documenting each of the components and elements of the checkups, the THSteps program recommends use of the THSteps Child Health

Record Forms, which are available for download on the THSteps provider information webpage. Each checkup form is age-specific and can assist you with documenting all required checkup components and elements, including developmental and mental health screenings, laboratory screenings, immunizations, and the dental referral as required until the caregiver reports a dental home is established. The components and elements outlined in the forms can be integrated into electronic health records.

To stay current on THSteps policy and available resources, visit the frequently updated THSteps website for information and policy updates. Information on checkup documentation is also available within THSteps Online Provider Education modules. These modules are free and offer continuing education for healthcare professionals. They are available at [www.txhealthsteps.com](http://www.txhealthsteps.com).

Qualified and caring THSteps providers are vital to keeping young Texans healthy. The preventive health care you provide to young Texans is valued. It is important to reflect this care in the completeness of your medical documentation.

### Provider Communication with Members Notice

Sendero shall not impose restrictions upon Provider's free communication with Members about Member's medical conditions, treatment options or their costs, referral policies, and other managed care policies, including financial incentives or arrangements.

### Medicaid ID Card Available on mobile devices

Medicaid clients can now view an electronic image of their Medicaid ID Card from their mobile device. All Medicaid offices must accept the electronic card if the client doesn't have the Your Texas Benefits plastic card on hand. Medicaid always recommends checking eligibility before the date of service. Providers should ask for additional identification if they are unsure the person presenting the card is the person identified on the card.

### Network Reminder - Use of Modifier 25

Sendero will accept modifier 25 codes when submitted in accordance with the following requirements:

- Modifier 25 is used on a valid CPT or HCPCS procedure code to indicate that the identified service was provided as a distinctly separate service from other similar services furnished on the same date of service.

EXAMPLE: Providing an age-appropriate health screening on the same day as a sick visit.

Sick Visit - Select the appropriate E&M Office Visit Code.

Preventive Screen - Select the age-appropriate preventive E&M Code and affix the 25 modifier.