

Provider Newsletter

2020 Q1

21st Century Cures Act / NJ Family Care

Effective January 1, 2018, the 21st Century Cures Act 114 P.L. 255 requires all Medicaid managed care network providers to enroll with the state Medicaid program or risk being removed from the managed care provider network. Enrollment as a NJ Family Care provider does NOT require you to service all NJ Family Care Fee-for-Service Beneficiaries.

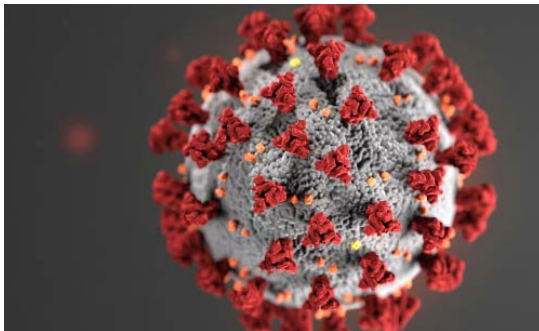
The 21st Century Cures Act mandates that all NJ providers enroll with NJ Family Care. This will, essentially, provide a Medicaid ID number to all NJ providers treating Medicaid patients. This is now a state and federal requirement. The State of NJ has not yet begun to enforce this new initiative, but when they do, claims submitted for services rendered on Medicaid patients will be denied and subsequently not paid.

The 21st Century Cures Act Enrollment Application should be submitted to the Molina Medicaid Solutions Immediately. Providers should continue to provide services to NJ Family Care managed care members as the enrollment application is processed. Your contract with TNNJ will not be terminated at this time. However, continued noncompliance with this mandated enrollment process may lead to termination of your TNNJ contract as determined by the Division of Medical Assistance and Health Services. The 21st Century Cures Act application for enrollment can be accessed directly by using the following link: www.njmmis.com

The application can be downloaded and forwarded to the New Jersey Medicaid Provider Enrollment office for processing. Should you have any questions during the enrollment process, please contact the NJ Medicaid Management Information System Provider Enrollment unit at 609-588-6036. Submit the application and credentials by mail to the following address:

Molina Medicaid Solutions Provider Enrollment
P.O. Box 4804
Trenton, NJ 08650

The completed application and credentials can also be faxed to 609-584-1192. If you receive this letter from multiple managed care plans, you only need to submit a single NJ Medicaid enrollment application. You may be asked to provide evidence of your submission.



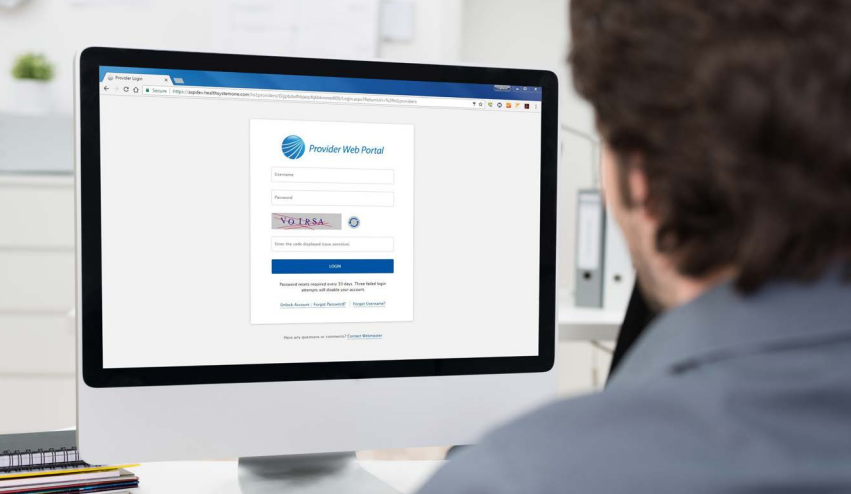
COVID-19 Update

As of March 11, 2020, our Organization declared the COVID-19 situation as an emergency and has since activated the Disaster Recovery Plan related to this infectious disease pandemic. At this time, our operations remain fully operational and functional.

The safety and well-being of our employees is of great concern, and the Organization has made the decision to close our physical offices in both Florida and Puerto Rico to all non-essential personnel. Employees not reporting to the office will continue to work via remote access until further notice and will have full access to computer systems and telephone systems to operate as they do every day. To be clear, we do not anticipate any impact to our daily operations, but we wanted to be transparent about the steps we are taking to minimize any disruptions in the wake of this pandemic.

Please continue to submit your authorizations and claims as normal, and reach out to your Provider Relations Representatives, as needed. Should you need to speak to someone via

»»»»»» CONTINUED ON PAGE 2



CONTINUED FROM PAGE 1

COVID-19 Update

telephone, you can continue to utilize the same phone numbers to contact us.

We are also encouraging you to follow and to stay up to date on the guidance from the: Centers for Disease Control and Prevention (CDC).

Please immediately report any incidents involving a COVID-19 infection, including but not limited to not being able to service a member due to a COVID-19 infection or your office closures due to a possible COVID-19 infection, by contacting us at 855-825-7818.

In addition, please see the important information we are sharing from the Centers for Disease Control and Prevention (CDC) to help you understand and treat the disease. Access the most current information on COVID-19 at cdc.gov/coronavirus/2019-ncov.

CDC RESOURCES AVAILABLE

The CDC provides detailed information to help you prepare your facilities and care for your patients with COVID-19. Here are links that may help you:

Steps Health Care Facilities Can Take Now to Prepare for COVID-19:

cdc.gov/coronavirus/2019-ncov/healthcare-facilities/steps-to-prepare.html

Strategies to Prevent the Spread of COVID-19 in Long-Term Care Facilities:

[ncov/healthcare-facilities/prevent-spread-in-long-term-care-facilities.html](https://cdc.gov/coronavirus/2019-ncov/healthcare-facilities/prevent-spread-in-long-term-care-facilities.html)

Information for Your Patients Being Tested for COVID-19:

cdc.gov/coronavirus/2019-ncov/downloads/Factsheet-for-Patients-2019-nCoV.pdf

What to Do If You Are Sick With COVID-19:

cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html

Coronavirus Disease 2019 Information for Travel:

cdc.gov/coronavirus/2019-ncov/travelers/index.html

Thank you for your support and understanding during these unprecedented times and we hope everyone remains safe and healthy.

ALL TNNJ Providers Must Request Access to the TNNJ Provider Web Portal Immediately

All TNNJ providers must request access to the TNNJ Provider Web Portal immediately. We are attempting to have our entire network set up with access to our web portal so that we can improve our turn around times for authorization approval. The directions for requesting access are below.

First, visit our website www.mytnnj.com. Please then select the Request PWP Account option in the top right corner. Next, populate all the required fields with the necessary information. You will then receive an email with your username and temporary password; once you log-in, you will be prompted to change your password. At this point please begin to explore the web portal and jot down any questions. Lastly, contact Maria Alborzfar or Ellen Chiamonte to schedule a conference call with TeamViewer session where you will be walked through the functionalities of the web portal.

Medical Advisory Committee

The Q4 2019 TNNJ MAC was held in at Stake House 85 Restaurant in New Brunswick, NJ for our holiday meeting. Items pertaining to Physical, Occupational, and Speech Therapy Diagnosis Reports were discussed, as well as the age distribution of PT, OT, and ST authorization requests by line of business. We also discussed the 21st Century Cures Act mandating that all NJ providers enroll with NJ Family Care. This will essentially provide a Medicaid ID number to all NJ providers treating Medicaid patients. The next TNNJ MAC will be held on March 19th, 2020 at 6pm.

The TNNJ Medical Advisory Committee is used to discuss a number of policies, protocols, and clinical guidelines, quality related issues, integrated care delivery activities, as well as continued provider education initiatives.

VPay

In order to have a provider's fax number corrected with VPay, the provider must contact the VPay call center at 855-388-8374 – this is not something a provider rep is able to do on their behalf.

Contact Information

Referrals & Authorization Departments

Phone: 1-855-825-7818
Fax: 1-855-825-7820

Provider Relations

Phone: 1-855-825-7818 OR 201-375-7183
Fax: 1-877-403-5544 or 305-614-5009

Claims Department

1-877-372-1273

Provider Relations Representatives



Maria Alborzfard
Network Manager (NJ based)
Office: 305-614-0100 x4526
Work Cell: 201-375-7183
Fax: (305) 614-5009

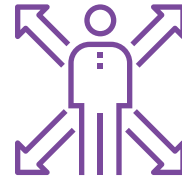


Ellen Chiaramonte
Provider Relations Representative (NJ based)
Office: 305-614-0100 x 4286



Tiffany Sousa
In-House Provider Relations Representative (FL based)
(305) 614-0100 x4209

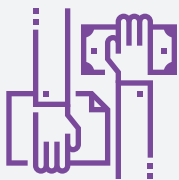
TNNJ is looking for opportunities to increase the size of our network



TNNJ is always looking for opportunities to increase the size of our network. It is for that reason that we are sharing the following table, to show the Counties that have immediate growth opportunities.

If you want to expand your business and/or know of fellow therapists that are located in any of these counties, and are no currently contracted with TNNJ, please refer them to us and we will begin our contracting efforts. Please contact Maria Alborzfard, Network Manager, or Ellen Chiaramonte, Provider Relations Representative and we will contact you and the provider immediately.

Counties	PT	OT	ST
Atlantic	X	X	X
Bergen	X	X	X
Burlington	X	X	X
Camden	X	X	X
Essex	X	X	X
Hudson	X	X	X
Passaic	X	X	X
Union	X	X	X



Fraud, Waste & Abuse

Report Fraud, Waste, and Abuse (FWA) or any other Compliance Concern To: **1 (866) 321-5550** or you can also email: **SIU@healthsystemone.com** (NOTE: This method is not an anonymous reporting method)