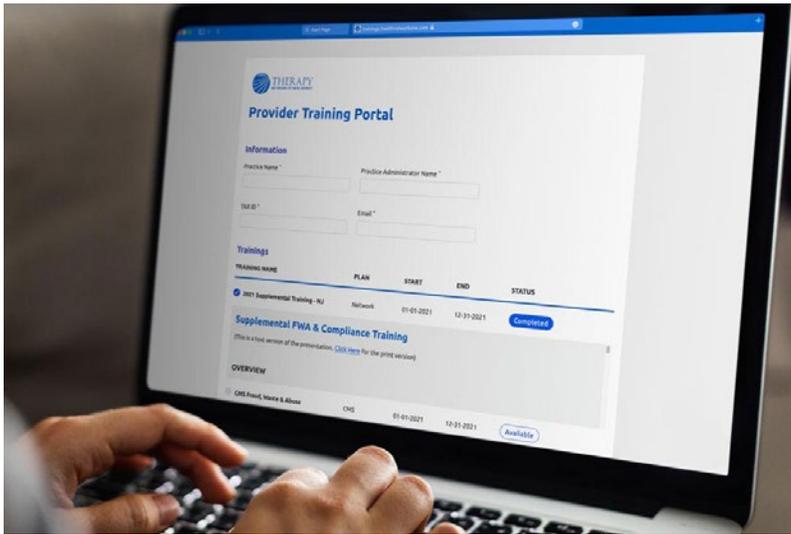


Provider Newsletter

2021 Q2



Required Annual Provider Trainings

All providers with Therapy Network of New Jersey, are required to complete the Provider Trainings, within thirty days of their contract effective date and annually thereafter. The trainings can be located at:

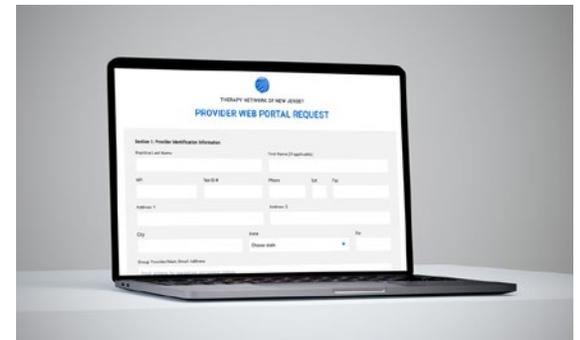
 [mytnnj.com/trainings](https://www.mytnnj.com/trainings)

You may complete the trainings on any desk top or mobile device for ease of access and completion. Your attestation will confirm that your office has received all mandatory trainings for the year. Should you want a copy of the trainings for your office, they can be downloaded from the attestation page. NOTE: For providers who function under more than one Tax ID; please be sure to complete an attestation for each Tax ID that is contracted with Therapy Network of New Jersey.

6 Steps To Improve Approvals Turnaround Times

We are attempting to have our entire network set up with access to our web portal so that we can improve our turnaround times for authorization approval. The directions for requesting access are below.

1. First, visit our website www.mytnnj.com.
2. Please then select the Request PWP Account option in the top right corner.
3. Next, populate all the required fields with the necessary information.
4. You will then receive an email with your username and temporary password.
5. 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.
6. Lastly, contact Maria Alborzard or Ellen Chiamonte to schedule a conference call with TeamViewer session where you will be walked through the functionalities of the web portal.





Provider Code of Conduct

TNNJ's (TNNJ) vision is to “develop and market products, through our family of companies that facilitates access for consumers and payers to quality and cost effective healthcare”. Our extensive network of providers help to support this vision by providing quality service to our clients. To ensure that we meet this goal, the Organization has established a set of business conduct guidelines based on the Organization's code of ethics.

Providers Conduct

TNNJ has built an all-encompassing specialty delivery system of quality physicians, providing the full service of benefits that meet our client's population. Our providers shall not abuse, neglect, exploit or maltreat members in anyway, whether by omission or through acts or by failing to deter others from acting. If the provider becomes aware that a member has been subjected to any abuse, neglect, exploitation or maltreatment, the Provider's first duty is to protect the member's health and safety.

Provider Education and Support

The provider network representatives, in addition to the provider manual, conducts ongoing training which may include webinars, and web based tutorials as deemed necessary by the Client or state agency to ensure compliance with client or state agency program standards. These standards include annual distribution of general compliance, HIPAA, Cultural Competency, FWA and any health plan specific trainings as

applicable. TNNJ maintains evidence of annual training and all providers within our network are required to complete the training.

Provider Cultural Competency

TNNJ's participating providers, and their staff, will ensure that services are provided in a culturally competent manner to provide to all contracted health plan's members and practitioners specific to local cultures, demographics, and ethnicity. TNNJ has created the cultural competency policy to ensure that effective medical services are provided. TNNJ's participating providers, and their staff shall not discriminate on the basis of religion, gender, race, color, age or national origin, health status, pre-existing condition or need for health care services, and shall not use any policy practice that has the effect of such discrimination. This policy recognizes Section 1557 of the Affordable Care Act (ACA) and all other applicable national, state and/or local laws that prohibit the practice of discrimination.

Clinical Practice Guidelines

TNNJ uses Apollo, Milliman Care, or our Health Plan partner Clinical Guidelines (depending on the LOB) for Medical necessity determinations. These guidelines are based on appropriateness and medical necessity standards; each guideline is current and has references from the peer-reviewed medical literature, and other authoritative resources such as CMS Medicare. For any medical necessity Recommendation of Denial, the Medical Director shall make an attempt to contact the requesting provider for peer to peer consultation. The Apollo, Milliman Care, or our Health Plan partner Clinical Guidelines are reviewed and approved by HS1 Medical Advisory committee annually, and are available in both electronic and hard copy format. If a provider would like a copy of a specific guideline they may contact their assigned Provider Relations Representative and a copy will be provided.

Affirmative Statement

All clinical staff that makes Utilization Management (UM) decisions is required to adhere to the following principles:

- UM decision making is based only on appropriateness of care and service and existence of coverage.
- The organization does not specifically reward practitioners or other individuals for issuing denials of coverage.
- Financial incentives for UM decision makers do not encourage decisions that result in underutilization.
- Decisions about hiring, promoting or terminating practitioners or other staff are not based on the likelihood or perceived likelihood that they support or tend to support benefit denials.

II Documentation Reminders

Did you include the following in your documentation, when requesting an authorization and/or continues treatment?

- Pertinent medical history, not just the treatment Dx.
- Prior level of function, if applicable.
- Baseline information that is related to the goals.
- Level of overall impairment.
- Specific level of skills for areas of concern.
- Short / Long term goals (Measurable and Functional).
- Updated goals.
- Specific Frequency and Duration.
- Approved abbreviations.
- Is your document legible?
- Did you document why there were missed visits?

Medical Advisory Committee Notes

The Q2 2021 TNNJ MAC was held via WebEx on 6/10/2021. Items pertaining to gaps in our GEO access in the different counties were discussed, as well as new contract additions and the use of the web portal. We also discussed the distribution of different bulletins and important information regarding COVID-19, as well as PPE to the network at no cost to our providers.

The MAC meeting 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.

The next TNNJ MAC will be held on September 2021.