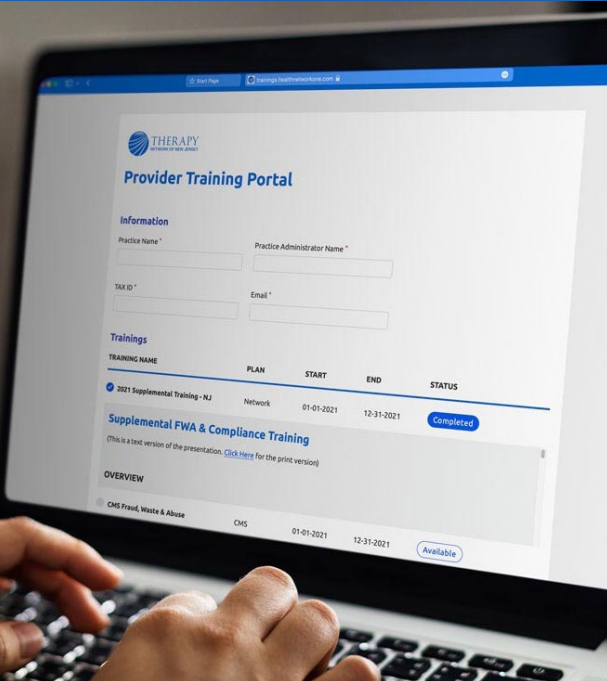


# Provider Newsletter

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:



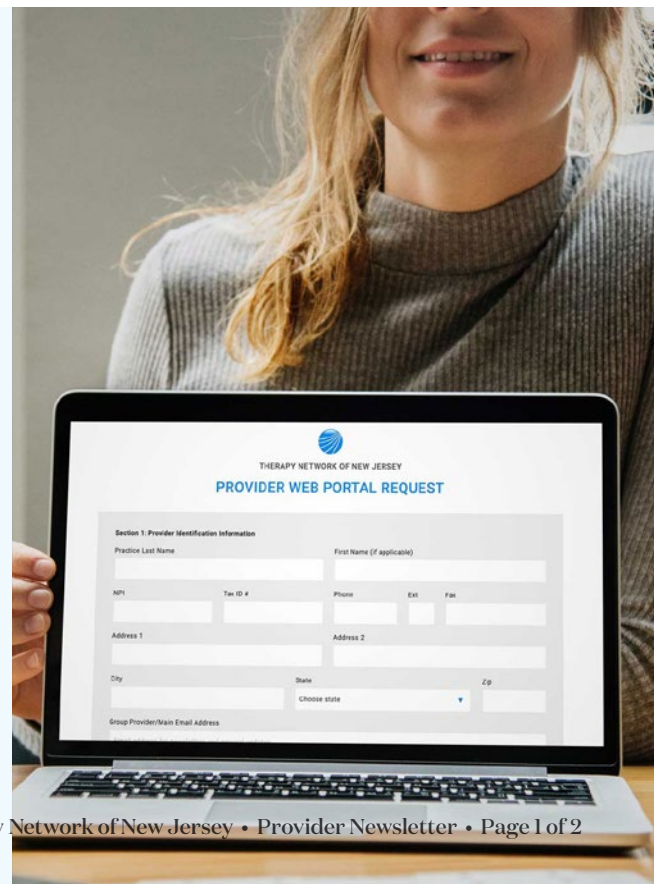
[mytnnj.com/trainings](https://mytnnj.com/trainings)

You may complete the trainings on any desktop 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.

## Improve your authorization turnaround times by using out PWP

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](http://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.



# 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 Q3 2021 TNNJ MAC was held via WebEx on 9/16//2021. Items pertaining to gaps in our GEO access in the different counties were discussed, as well as new contract additions. We also discussed the distribution of different bulletins and events that THNNJ has been participating as well as PPE to the network at no cost to our providers.

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.

**The next TNNJ MAC will be held on December 2021.**