

SUMMER 2021

PROVIDER TALK

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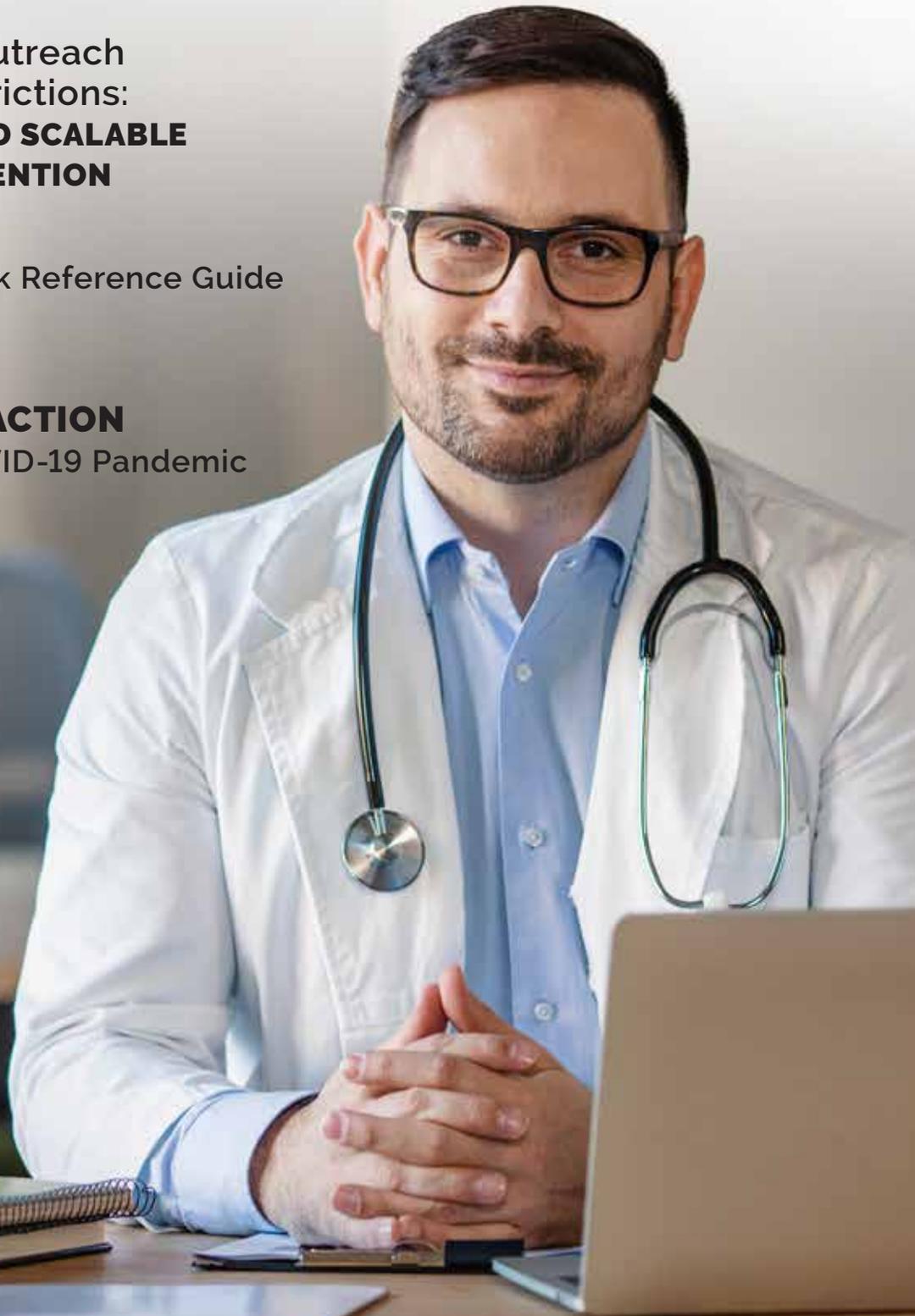
Education, Outreach
Firearm Restrictions:
**EFFECTIVE AND SCALABLE
SUICIDE PREVENTION**

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A CALL FOR ACTION
During the COVID-19 Pandemic





Helping Kids. Changing Lives.

The mission of the UnitedHealthcare Children's Foundation (UHCCF) is to improve children's lives and help families gain access to the care they need through medical grants. We invite you to become a part of UHCCF's legacy.

Spread the word.

Visit **UHCCF.org** to see if any of your patients qualify for a medical grant.
Grant recipients do not need to have UHC insurance.

Join the fun!

Register your team for the UHCCF 11th Annual Teddy Bear 5k Run and 1 Mile Walk.
Saturday, October 16, 2021 at Tivoli Village
Go to **UHCCFTeddyBearRun.com**.

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Questions? Contact Us.

Whether you have benefit questions or claim issues, our Member Services team is here to assist you.

HPN: **1-800-777-1840**

HPN On Exchange: **1-877-752-8026**

HPN Off Exchange: **1-888-293-6831**

HPN's Medicaid: **1-800-962-8074**

SHL: **1-800-888-2264**

Or visit [HealthPlanofNevada.com](https://www.healthplanofnevada.com),
[SierraHealthandLife.com](https://www.sierrahealthandlife.com), or
[MyHPNMedicaid.com](https://www.myhpnmedicaid.com) and sign in.



Thank you to our provider community for all you've done throughout the pandemic. Your dedication to provide critical health care services, not just to our members and your patients, but also to the entire community has been remarkable. This has been an unprecedented time. Your actions and support of those in need epitomize the element of compassion, which I hope you would all agree, is fundamental to the "doctor and patient" relationship.

Again, thank you for your continued collaboration.

Don Giancursio,
CEO UnitedHealthcare Nevada, Utah, Idaho

Education, Outreach and Firearm Restrictions Offer Effective and Scalable Suicide Prevention



Educating primary care physicians on depression management, increasing awareness about mental illness and suicide among high school students, and reaching out to previously hospitalized psychiatric patients after discharge represent several of the most effective and scalable approaches to suicide prevention, according to a review in *AJP in Advance*.

John Mann, M.D., and colleagues at Columbia University reviewed 97 clinical trials and 30 population-level studies published between 2005 and 2019 that explored interventions aimed at reducing suicides or suicidal behavior such as self-harm. “We focused on suicidal behavior as an outcome and not suicidal ideation, because there is a closer relationship between nonfatal suicide attempts and suicide deaths than there is between suicidal ideation and suicide deaths,” they wrote.

The authors focused on a variety of suicide prevention strategies, including education campaigns, screening tools, medication, psychotherapy, follow-up contact with people who had attempted suicide, and restricting access to firearms. The authors evaluated each strategy on the following two criteria: evidence that the method prevented suicide attempts and the reliability with which it could be scaled up to city, county, state, and/or national levels.

Most studies found the interventions examined were superior to control at preventing suicide attempts. Among interventions that could be easily scaled up, four showed strong evidence of effect:

Educating Youth about Suicidal Behaviors

(100% of studies included in this review found this approach to be an effective intervention)

Firearm Restrictions

(98% of studies)

General Practitioner Education

(83% of studies)

Outreach to Recently Discharged Patients

(70% of studies)



“Further suicide rate reduction requires evaluating newer approaches, such as electronic health record–derived algorithms, internet-based screening methods, ketamine’s potential benefit for preventing attempts, and passive monitoring of acute suicide risk change.”

“Doctors in primary care and other nonpsychiatric care settings see 45% of future suicide decedents in the 30 days prior to suicide, and 77% within 12 months of suicide, about double the rate of mental health professionals,” Mann and colleagues wrote. “Therefore, educating nonpsychiatrist physicians may prevent more suicides than further training for psychiatrists.”

They added, “Further suicide rate reduction requires evaluating newer approaches, such as electronic health record–derived algorithms, internet-based screening methods, ketamine’s potential benefit for preventing attempts, and passive monitoring of acute suicide risk change.”

To read more on this topic, see the Psychiatric News article:

“Innovative Suicide Prevention Program Using Psychotherapy Shows Early Success.”

If you have any questions about our mental health or substance use disorder services, please call **702-364-1484** or toll-free **1-800-873-2246**, TTY **711**, or visit **BHOptions.com**.

What is a Community Health Worker?



HPN's Community Health Workers (CHW) are lay members of the community that serve as liaisons between the health plan and its members. They work to promote health literacy in high-risk populations and connect members to resources like food, housing, and other community-based organizations.

CHWs have experience communicating and advocating within the community and health care system.

CHW services include:

- **Facilitating appointments**
- **Providing support and advocacy for medical and social needs**
- **In-home visits to assess member needs**
- **Educating members on how, where and when to access care**
(i.e. PCP, urgent care/quick care, NowClinic®, 24/7 advice nurse, DispatchHealth, Doctoroo and Ready Responders)
- **Providing information on available community resources and transportation options**
- **Assistance with obtaining IDs, phones, birth certificates, etc.**

You can submit a referral for CHW services through the online provider center. If you have any questions, please contact Michael Louder, Manager of Outpatient Programs, at **702-797-2100**.



Social Determinants of Health

ICD-10 Codes

As a care provider, you play an important role in helping identify members who may have a social determinant of health (SDoH), which often creates a barrier to health and wellness. SDoH are conditions in which people are born, grow, live, work and age. They often create a barrier to health and wellness and include factors like:

- **Access to health care and healthy food**
- **Education circumstances**
- **Employment and socioeconomic status**
- **Physical environment**
- **Social support networks**
- **Foster care**

If you're providing services to a Health Plan of Nevada or Sierra Health and Life member and are capturing a SDoH that has an existing ICD-10 code, please use the below list and include the appropriate code on any claims you submit.

ICD-10 Codes to Identify SDoH

Description	ICD-10 Codes
Contact with and suspected exposure to arsenic, lead or asbestos	Z77.010 Contact with and suspected exposure to arsenic Z77.011 Contact with and suspected exposure to lead Z77.090 Contact with and suspected exposure to asbestos
Educational circumstances	Z55.0 Illiteracy and low level literacy Z55.1 Schooling unavailable and unattainable Z55.2 Failed school examinations Z55.3 Underachievement in school Z55.4 Education maladjustment and discord with teachers and classmates Z55.8 Other problems related to education and literacy Z55.9 Problems related to education and literacy, unspecified
Effects of work environment	Z56.0 Unemployment, unspecified Z56.1 Change of job Z56.2 Threat of job loss Z56.4 Discord with boss and workmates Z56.89 Other problems related to employment Z56.9 Unspecified problems related to employment
Foster care	Z62.822 Parent-foster child conflict Z62.21 Child in welfare custody
Homelessness/other housing concerns	Z59.0 Homelessness Z59.1 Inadequate housing Z59.2 Discord with neighbors, lodgers and landlord Z59.8 Other problems related to housing and economic circumstances Z60.2 Problems related to living alone

We know these codes do not address all social factors that impact health and wellness. To strengthen our ability to work together with you to help more people, Health Plan of Nevada and Sierra Health and Life have made a recommendation to expand the ICD-10 codes to be more comprehensive. For now, please use the established codes, which provide an opportunity for us to collect, understand and address some of your patients' SDoH.



Close Observation Unit

at Southwest Medical's
Rancho Healthcare Center

For some patients who would normally be sent to an ER, this unique unit is a more comfortable, convenient and efficient option.

Self-contained and staffed 24/7 by an urgent care physician, RN and MA, Southwest Medical's Close Observation Unit (COU) is a resource for you and your patients. More comfortable and convenient than an emergency room, it has multiple beds and the capacity to monitor patients with the following treatable conditions:

- Hypertension < 220/120 without neurological
- Hypotension is at least 80/50, no lower
- Vaginal bleeding controlled without orthostatic changes
- TIA
- Exacerbations of COPD, CHF, and asthma
- Abdominal/flank pain
- Post-hypoglycemic episode
- Hyperglycemia with mild DKA
- Electrolyte imbalance
- C AFIB
- Dehydration
- R/O DVT/PE and treatment
- Hyperemesis
- First-trimester bleeding

To use the COU, your patient must:

- **Have stable vital signs**
- **Have an adequate airway**
- **Be conscious**
- **Be ambulatory**
- **Have controlled bleeding**
- **NOT be experiencing alcohol or drug withdrawals**

Patients can
stay up to
23
hours



Patients can stay up to 23 hours and must be accepted or evaluated by an urgent care provider prior to admission.

The SMA COU team strives to make transitions as seamless as possible for our providers. Call the COU line at **702-877-5034** for inquiries prior to referring your patient, for provider-to-provider discussion, and for transfers.

Operation Save Lives

Southwest Medical teamed up with OptumRx to establish a COVID-19 care clinic for at-risk patients.

Southwest Medical, part of OptumCare, collaborated with OptumRx to open a COVID-19 care clinic at its Rancho urgent care location to administer *Bamlanivimab* intravenously for Southwest Medical's most at-risk patients.

Bamlanivimab is a state-of-the-art drug with great success against COVID-19 and is still not widely available to the public. Strict protocols are involved with selecting the patients.

Southwest Medical physicians use the following patient criteria for treatment:

- **Be age 55+**
- **Be active COVID-19 patients — but not in later stages — and do not yet have active antibodies**
- **Meet the specific diagnostic criteria that allows *Bamlanivimab* to work best**

This infusion site streamlines the COVID-19 care while protecting immuno-compromised cancer patients and relieving over-burdened hospitals. The clinic has five infusion chairs and requires a 3-hour outpatient visit to receive the medication. This clinic is currently the only one in Southern Nevada administering *Bamlanivimab*.

Read the full story at **SMALV.com**.



SBIRT:

A Quick Reference Guide

Screening, Brief Intervention, and Referral to Treatment (SBIRT) is an evidence-based approach to delivering early intervention treatment services for people with substance use disorders, and those at risk of developing a substance use disorder (SUD). SBIRT is ranked in the top 10 of preventive services and has been adapted for use in primary care centers, hospital emergency settings, office and clinic-based practices, and other community settings. It provides opportunities for early identification, diagnosis, and reduction or prevention of risky or problematic use of substances. This type of intervention fills the gap between primary prevention and more intensive or specialized treatment for those with SUDs.

There are three components of SBIRT:

- 1. Screening:** Screening involves a rapid assessment of substance use behaviors with standardized assessment tools. Screening quickly assesses the severity of substance use and identifies the appropriate level of treatment. The screening instruments most commonly used include CAGE-AID (Cut down, Annoyed, Guilty, Eye-opener - Adapted to Include Drugs) and AUDIT (Alcohol Use Disorders Identification Test). In some cases, screening alone can raise awareness, reduce use, and have preventive effects.
- 2. Brief Intervention:** Brief intervention focuses on increasing insight and awareness regarding substance use and motivation toward behavioral change. Brief Intervention uses motivational interviewing techniques to help increase self-awareness of problematic substance use. The brief intervention is shown to significantly reduce substance use.
- 3. Referral to Treatment:** Refer patients whose assessment or screening shows a need for additional services to brief therapy or additional treatment through specialty care. Depending on severity, patients may be offered brief treatment (a variable number of sessions, depending on the program and client, focusing on motivating clients to change substance use patterns) or be referred to a substance abuse treatment program.

If you have any questions or need assistance with referrals, please call Health Plan of Nevada's Behavioral Health team at **702-364-1484** or toll-free at **1-800 873-2246**.

Inappropriate Use of Imaging Studies for Low Back Pain



Approximately **2.5 million provider visits** are attributed to low back pain annually. During their lives, 80% of Americans will experience back pain.

According to Cleveland Clinic, back pain and related symptoms are the second most common medical complaint, and is second only to the common cold as a reason for missed work. While low back pain is a frequent occurrence, **95% of individuals with acute low back pain recover within 12 weeks** with such treatment as physical therapy.

The Healthcare Effectiveness Data and Information Set (HEDIS[®]) encourages appropriate treatment of low back pain by discouraging the use of imaging (X-ray, MRI, CT scan) within 28 days of the initial diagnosis. The use of imaging is not clinically recommended as stated by Cleveland Clinic. Studies have demonstrated poor correlation between radiographic evaluation and the presence or severity of low back pain. Unless key factors are observed (some examples listed below), imaging is not associated with improved outcomes and exposes patients to unnecessary radiation and further treatment.

Coded conditions that exclude members from the HEDIS measure population:

- **Cancer**
- **Skull and neck fractures (recent traumas)**
- **Intravenous drug abuse**
- **HIV**
- **Spinal infection**
- **Major organ transplant**
- **90 consecutive days of corticosteroid treatment**
- **Diagnosis of uncomplicated low back pain during the prior 180 days**

If NCQA approved codes are submitted for any of the conditions above, the member will be excluded from the measure population. Please reach out to Jennifer.zuckerman@uhc.com with any questions pertaining to LBP or HEDIS[®].

Not Every Day of Pregnancy is Easy



Half of all moms-to-be report feelings of anxiety. It often goes along with depression. Some experts even believe anxiety is more common than depression in pregnancy. So women who are expecting are far from alone.

Our **Tummy2Toddler app**, available in app stores, includes trusted information on anxiety and depression from clinical sources approved by doctors. The **Learn Library** in the app has hundreds of articles for all pregnancy symptoms, with specific sections about mental and emotional health.

The Tummy2Toddler app also has a meditation and centering tool – **Baby Boost**. It reminds expecting moms to take 20 seconds to think positive thoughts. And, any questions they might have -- about anything -- can be added to the app's **Q-List** to help them remember to talk to their doctor about it.

Moms-to-be can even look into talk therapy or support programs. Tell them to visit **HealthPlanofNevada.com**, **SierraHealthandLife.com** or **MyHPNMedicaid.com** and use our online provider directory.

Therapy is an effective treatment for perinatal or postpartum depression. However, many women don't seek help, for fear of being judged, or of losing their freedom, their privacy, or even their child. Or they hope that by ignoring the issue, it will go away. But it's important for them to get the support they need.

More Resources During Pregnancy

Postpartum Support International has a hotline for parents experiencing postpartum depression. Call Postpartum Support International **1-800-944-4773** for more information.

If they're having thoughts of wanting to harm themselves or their baby, call 911 or the National Suicide Prevention Hotline at **1-800-273-8255**.



A Call for Action

DURING THE COVID-19 PANDEMIC

As a clinician, your help is needed to encourage patients on antipsychotic medications to get tested for diabetes, especially during the COVID-19 pandemic.

Patients on antipsychotics should receive an HbA1c and LDL-C test when they are initially prescribed an antipsychotic, and annually thereafter. However, now is a critical time to ensure that testing is completed. If tests indicate that your patient has diabetes, your patient must take special precautions to protect themselves against COVID-19 and need to understand the urgency of getting care for COVID-19 upon initial onset of symptoms.

The link between antipsychotics and diabetes: Major psychiatric disorders, such as schizophrenia, bipolar disorder, and major depressive disorder, are associated with increased morbidity and mortality from a range of medical causes, including diabetes mellitus, according to the American Diabetes Association (ADA). The second-generation antipsychotics (SGAs) that are frequently used to treat these disorders have been linked to obesity and type 2 diabetes.

The link between diabetes and COVID-19: According to the Juvenile Diabetes Research Foundation (JDRF), individuals with diabetes and COVID-19 are among the most vulnerable for serious COVID-19 complications. While much is still unknown about COVID-19, studies indicate that patients with COVID-19 and any form of diabetes are at an increased risk for complications and mortality than COVID-19 patients without diabetes.

What You Can Do

You can help by screening your patients who are on antipsychotics for diabetes. Patients with diabetes need to take extra precautions to avoid getting COVID-19 and must monitor potential symptoms more closely than those who do not have diabetes or other chronic illnesses.

Even if you were not the prescriber of the antipsychotic medication, you may be in the unique position to assist your patient during these trying times. Do not assume that another clinician is monitoring your patient for diabetes.

If you have the ability to order labs, submit an order for HbA1c and LDL-C tests. If not, talk to your patient about the need to get these tests done and, upon patient agreement, you can coordinate with their primary care provider to ensure the tests are ordered.

IN THE Community



"Employers across sectors and geographies have difficulty finding workers with relevant skills; aspiring workers lack insight into which skills are in demand and access to the resources to develop their talents fully." – Fortune Magazine, March 5, 2015

There is a problem in the Las Vegas Valley - referred to as "the education-to-employment gap" by some and "the Nevada brain drain" by others. We as a community need a pipeline that is qualified, diverse, and ready to work.

UnitedHealthcare (UHC), a major employer in the Las Vegas Valley, answered the call for leadership in the pipeline by investing in Cristo Rey St. Viator's Corporate Work Study program as a founding partner last year.

The program provides educational and professional work experience for students who come from communities unrepresented in education and from low to moderate household income.

The Cristo Rey St. Viator "Royals" are the employees of this program. Four students work in a job-sharing team, equivalent to one full-time position, during normal business hours for the entire academic year. The wages they earn go towards tuition.

A non-exhaustive list of tasks the Royals' workforce can perform includes:

- **Managing tasks to complete accounts payable**
- **Conduction collections communications**
- **Manage customer account information and payments**
- **Assist staff with new hire orientation, payroll, and open enrollment processes**
- **Build client social media calendars**
- **Curate content for social media channels**
- **Analyze and summarize customer feedback**
- **Configure, correct, and text remote laptops**
- **Maintain customer contract database and related stipulations**

Last year the team of students at UHC worked in Provider Services to help with administrative duties such as filing, data entry and other supportive functions. The students participated in department meetings and daily workflows and became a part of the team.

“Our initial experience with Cristo Rey St. Viator students was remarkable. These young students represent our future workforce, and the focus and accountability they exhibited was outstanding. We look forward to a continuing relationship with the Corporate Work Study Program for years to come.”

- UnitedHealthcare Nevada CEO Don Giancursio

Cristo Rey St. Viator Corporate Work Study Program provides an opportunity to build a diverse workforce because 98% of their student body are students of color. Energetic, tech-savvy students not only provide the opportunity to diversify a workforce, but employers can also offload administrative tasks to them, freeing up staff members and giving management opportunities to less experienced team members.

The leaders from UHC are adding to the Cristo Rey St. Viator Education, which balances academics, faith, and professionalism. UnitedHealthcare Nevada CEO Don Giancursio says: “Our initial experience with Cristo Rey St. Viator

students was remarkable. These young students represent our future workforce, and the focus and accountability they exhibited was outstanding. We look forward to a continuing relationship with the Corporate Work Study Program for years to come.”

Our Director of Provider Services Kathi Toliver also answered the call - she is a mentor to four students. This is especially beneficial for the Royals' community as the students have not been able to work during the pandemic. With mentorship programs like these, students will not only benefit from industry mentorship but can also build their professional networks.

When asked about the partnership, Cristo Rey St. Viator's President Fr. Thomas von Behren said, “As one of our first business partners, UHC not only embraced our program, but, more importantly, embraced our students - empowering young people in our community to become future leaders. I am so grateful to Don and his team for being foundational leaders for our program and for our students. They are an inspiration for us and living signs of ‘transformational civic leaders’ through their vision and commitment to young people in the Las Vegas community. Thank you UHC for your partnership and commitment to C.R.S.V.”

UnitedHealthcare is excited to see students back to work on our campus in August 2021. We encourage you to reach out to Cristo Rey St. Viator Corporate Work Study Program to learn more about the school and program.

Living Healthy

Empower your patients to take charge of their health with the support of registered nurses and dietitians, licensed alcohol and drug counselors and certified personal trainers.

- **WEIGHT MANAGEMENT**

Open to members age 18+ interested in weight-loss support

- **DIABETES PROGRAM**

Open to members age 18+ with Type 1, Type 2 or gestational diabetes

- **PREDIABETES PROGRAM**

Open to members age 18+ diagnosed with prediabetes

- **ASTHMA SUPPORT**

Open to members age 5+ diagnosed with asthma

- **KIDNEY HEALTH**

Open to members age 18+ diagnosed with stage 3 chronic kidney disease

- **TOBACCO CESSATION PROGRAM**

Open to members who want to quit tobacco/nicotine

Our Health Education and Disease Management programs are available at no additional cost to Health Plan of Nevada and Sierra Health and Life members. To refer your patient, sign in to the online provider center or call your provider advocate.



Health Plan of Nevada
Sierra Health and Life
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Las Vegas, NV 89118-5645

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