

Practice Alert



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Medical Provider/Prescriber Outreach Support from Show Me Healthy Kids

The Show Me Healthy Kids (SMHK) managed care plan can support staff by engaging medical providers/prescribers as requested. Differing opinions on a recommended treatment or prescribed medication can sometimes be more aptly discussed among peers of the clinical community. Trending provider performance issues often can be better managed through targeted provider education efforts delivered by provider education specialists.

For psychotropic medication secondary reviews, staff will continue to reach out to their Health Information Specialist (HIS) to make a referral to the Center for Excellence (CFE) for review and support. SMHK is now available as an additional resource to staff for the peer-to-peer conversations with providers/prescribers around informed consent and outlier or trending provider practices.

When to Request SMHK Assistance to Outreach Providers/Prescribers – examples:

Example #1: Case manager submits a referral to the CFE for a psychotropic medication secondary review for informed consent. The CFE review does not support the prescriber's recommendation that the child begin the new psychotropic medication. Based on all available information, the case manager would like additional information from the prescriber to make the informed consent decision. Staff would like support in having this discussion with the prescriber. SMHK can outreach the prescriber to discuss informed consent concerns.

Example #2: The Health Information Specialist has identified a trend that youth seeing a particular psychiatrist have not had labs completed as clinically recommended for certain medications. SMHK can provide targeted education to the prescriber around lab monitoring for particular psychotropic medications.

Requesting Assistance - Process:

- Email the request for SMHK provider/prescriber outreach to the [Health Information Specialist](#) (HIS), including:
 - Child's name & DCN
 - Provider/prescriber name, address, phone number
 - Description of the current situation prompting the referral and the desired outcome
 - If the case manager would like to be included in the consultation with SMHK and the medical provider, indicate that information in the email request and include contact information for scheduling.

**NOTE: Referrals only can be made for children and youth enrolled in the SMHK plan.
- The HIS team may outreach the provider/prescriber directly, or they may refer the matter to SMHK for assistance.

SMHK Response and Support:

- SMHK will confirm receipt of the request and provide any next steps via email or phone by the end of the following business day.
- Within 2 business days, the SMHK Medical Director/designee or SMHK Pharmacy Director/designee will complete the provider/prescriber outreach/education.
- Following outreach, SMHK will provide a summary of the peer-to-peer conversation/education via email and upload the note to the SMHK *Health Passport* portal.
 - **NOTE: At this point, only the HIS team has access to the SMHK *Health Passport* portal. Work is underway to extend this access to CD/FCCM statewide.
- Case Manager can request the HIS retrieve the summary note from the portal

Program Manager Contact:

Jill Pingel
HIS Unit Manager
Jill.M.Pingel@dss.mo.gov

Melissa Kenney
HIS Unit Manager
Melissa.L.Kenny@dss.mo.gov