

Provider Education Presentation

Johns Hopkins Health Plans and ProgenyHealth Partnership for NICU Care Management Services

Johns Hopkins Health Plans and ProgenyHealth

- Employer Health Programs (EHP) and Priority Partners are pleased to announce a partnership with ProgenyHealth, a company specializing in neonatal care management services. For hospitals, ProgenyHealth will serve as a liaison for EHP and Priority Partners, providing NICU Admission services and assisting with the discharge planning process to ensure a smooth transition to the home setting.
- Under the agreement that begins May 1, 2022, ProgenyHealth's neonatologists, pediatricians and neonatal nurse care managers will work closely with EHP and Priority Partners members, the NICU facility as well as attending physicians and nurses, to promote healthy outcomes for premature and medically complex newborns. Patients will be able to access an extensive online library and an “on-call” staff member available 24/7.

Process for ProgenyHealth/NICU Beginning May 1, 2022

- Do not send requests to Johns Hopkins Health Plans' Utilization Management department.
- For EHP and Priority Partners NICU Admission, use the [Newborn Notification Form](#) and fax the request with clinical information to ProgenyHealth: **888-400-4636**.
- For EHP and Priority Partners Prior Pediatric Readmission (within 1 year of NICU discharge), fax notification and clinical information to ProgenyHealth: **888-400-4636**
- Providers can use the same [Authorization Request Form](#) they currently submit to Johns Hopkins Health Plans for this purpose.
- If you wish to learn more about ProgenyHealth's programs and services, visit progenyhealth.com* or view the [Progeny Provider Education Video](#).

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ProgenyHealth Contact Information

- ProgenyHealth Main Number: 1-888-832-2006
- Secure fax (Johns Hopkins Health Plans Only): 1-888-400-4636
- UM Email: JHHC_UM@ProgenyHealth.com
- CM Email: JHHC_CM@ProgenyHealth.com

ProgenyHealth's UM and CM Nurses' direct contact information will be provided for each case upon the receipt of the admitting clinical information.

Notification & Determinations

- Notification of admission is faxed to ProgenyHealth (PH) at **1-888-400-4636** using Johns Hopkins Health Plans' Authorization Request Form as of **May 1, 2022**. Progeny will adhere to Johns Hopkins Health Plans' notification of admission timeframes: **Within 48 hours of the admission or the next business day**.
- If clinical is not received, Progeny will request clinical and review following NCQA guidelines.
- Progeny will use **InterQual 2021** for medical necessity determinations as directed by Johns Hopkins Health Plans.
- Adverse determinations are reviewed by a PH Medical Director with a similar specialty.
- PH will fax facility-specific daily determination log:
 - Days approved
 - Levels of care
 - Next review date
 - Information needed with next review to support continued inpatient stay including LOC and LOS
- Verbal notification with the P2P process is communicated and letters are mailed for denials.



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*required information

Newborn Notification and Authorization Request Form (EHP, Priority Partners, and USFHP)
FOR PROVIDER USE ONLY


Complete this form and fax to the Utilization Management department – Inpatient Intake at:
 410-762-5204 (for Johns Hopkins Bayview deliveries)
 410-762-5203 (for Johns Hopkins Hospital deliveries)
 410-424-4894 (all other hospital deliveries)
 410-424-2602 (USFHP UM Inpatient)
 Effective 5/1/2022 For EHP & PPMCO NICU admission, fax this notification and/or clinical information to ProgenyHealth: 888-400-4636

Requesting Provider/Facility:		Date:	Phone#	
Mother's Information:				
*First Name:		*Last Name:		
*Birthdate:		*Health Plan:		
Address:		<input type="checkbox"/> EHP <input type="checkbox"/> Priority Partners <input type="checkbox"/> USFHP		
City:	State:	Zip:	*Member ID#:	
Delivery Date:	Delivery Type:		Other Insurance:	
	<input type="checkbox"/> Vaginal <input type="checkbox"/> C- Section <input type="checkbox"/> VBAC		Name:	
Birth Type:		Policy#	Group#	
<input type="checkbox"/> Single <input type="checkbox"/> Multiple (# _____)				
Comments:				
Newborn's Information:				
Are you reporting multiple births? <input type="checkbox"/> Yes <input type="checkbox"/> No		Birthdate:	Gestational Age:	
*Name	*Gender	*Birth Weight (in grams)	*Disposition	*Health Plan Coverage

Please Note:
Priority Partners - facility must enroll newborn through the Maryland Medicaid Verification System using the 1184 form.
EHP and USFHP - if the newborn has not been pre-enrolled, the enrollment process may take 30-45 days and an authorization cannot be issued until after the payer establishes newborn eligibility.

Daily Determination Log

Daily Determination Details
(SAMPLE)



Hospital: Hospital Phone:	Nurse: ProgenyHealth Nurse Nurse Phone: 1-000-000-0000 Progeny Fax: 1-000-000-0000
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Patient Full Name	Admitted	Discharged	Description
Baby A Test (A) DOB: 2/7/2022 ProgenyHealth Case ID: UM01 Hospital Medical Record Number: N/A Client Authorization Number: N/A Next Review Date: 2/15/2022 Next Review Notes: Please provide updates on weight, bed type, resp, FEN, meds, and social/discharge needs	2/7/2021		Days Reviewed: 2 02/07/22 - 02/08/22 Requested Level of Care: Level 4 Approve: As Requested Reviewed Level of Care: Level 4 Days Reviewed: 3 02/09/22 - 02/11/22 Requested Level of Care: Level 4 Approve: Per Physician Reviewer Reviewed Level of Care: Level 3

Note: The determination log is not continuous.

Peer-to-Peer (P2P), Reconsiderations and Appeals

- During the concurrent review process, the attending physician or ordering provider can contact ProgenyHealth via our toll-free number at 1-888-832-2006 to request a peer-to-peer (P2P) discussion with a ProgenyHealth medical director about a downgrade or denial, or to discuss an inpatient case.
- A request for peer-to-peer review must be made within two (2) business days of the verbal notification of a downgrade or denial. During Covid restrictions as applicable, Johns Hopkins Health Plans will allow for two (2) additional business days for a peer-to-peer request.
- If the P2P discussion results in a reconsideration of a downgrade or denial, the providers will be informed by ProgenyHealth of this outcome.
- If the denial is upheld, the provider is instructed to follow Johns Hopkins Health Plans' **appeals** process as outlined in the denial letter. Appeal information:
https://www.hopkinsmedicine.org/johns_hopkins_healthcare/providers_physicians/claims_appeals/appeals.html

Established Cases

- **Established Cases** are infants receiving Neonatal Intensive Care Unit (NICU) level of care prior to the ProgenyHealth effective date of May 1, 2022 and who remain inpatient on or after this date. Excludes Skilled Nursing Facilities (SNF).
- All **established cases** will be transitioned to PH by Johns Hopkins Health Plans for continued medical management.
- On Monday May 2, 2022, all concurrent stay reviews (CSR) and discharge summaries for **established cases** should be faxed directly to ProgenyHealth at 1-888-400-4636.
 - Fax the CSR on the next review date (NRD).
 - CSR should be faxed to Progeny in accordance with Johns Hopkins Health Plans' scheduled NRD.

Re-admissions

- ProgenyHealth **will** review re-admissions for all infants managed by PH that are readmitted to an acute care inpatient setting during the first year of life.
- ProgenyHealth **will** review admissions for newborns not previously managed by PH but readmitted to the NICU or requesting a NICU LOC.
- Johns Hopkins Health Plans will reroute re-admissions to ProgenyHealth as applicable.

Transfers

- ProgenyHealth will manage infants transferred from the NICU to another acute care facility or Acute Inpatient Rehab (ACIR).
- The hospital will be responsible for submitting the authorization requests and will need to identify the receiving ACIR facility prior to submitting a request to ProgenyHealth at 1-888-400-4636 for review for medical necessity.
- Authorizations for transfer to a lower level of care may be obtained by faxing to ProgenyHealth at 1-888-400-4636 Monday-Friday from 8 a.m. to 4 p.m. EST.
- In alignment with Johns Hopkins Health Plans' current process, authorization requests received on or after 4 p.m. on weekdays will be processed next business day.
- This will be a collaborative process between ProgenyHealth and our Provider Partners to safely support the transition through the continuum of care.

Thank you