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SAN ANTONIO, TX
PERMIT #1517

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Communication Matters – Exchange of Information between Vision Specialist and PCPs

Achieving the best outcome for your patients depends on you having the entire picture of their care. Patients with diabetes are at a significant risk of developing visual complications if their condition is left unmanaged. Having patient information at the time of follow-up visits reduces the risk of errors in your patients' care. Studies show that coordination of care:

- Is a key determinant of overall health outcomes
- Improves patient safety
- Avoids duplicate assessments, procedures or testing
- Results in better treatment outcomes
- Can reduce risk of significant complications related to their diabetes

Studies have shown that up to 63% of PCPs and 35% of specialists were dissatisfied with the communication between them. Specialists want all available information regarding the referral request from referring PCPs. PCPs want follow up information so they can knowledgeably direct further care. Both types of practitioners agree that this information is very helpful in appropriately managing the patient's care.

WHAT WE ASK FROM YOU:

1. Ensure that Specialty referrals include all accurate PCP contact information for follow up.
2. Specialty consult findings are documented and sent to referring PCP in a timely manner.
3. At a minimum, PCPs and Specialists exchange:
 - Medications that the patient is taking to manage their diabetes.
 - Findings from the retinal exam.
 - Next steps needed to best manage the patient's condition.
 - Any work up/procedures done relating to the referral request

If you have questions about factors that limit your ability to share information, please call Sendero Health Plans Network Management at 1-855-895-0475 so we can help.

PROVIDER UPDATE

December 2023

PROVIDER AND PRACTITIONER ANNUAL REMINDER

Sendero Health Plans would like to inform you about our website www.senderohealth.com. We include information about many topics of interest on our website. You can view and/or download information about the following topics on the website.

- The process for facility staff, including discharge planners, to refer members to case management.
- The process for practitioners to refer members to case management.
- The process to refer members to disease management.
- Information about disease management programs, including how to use the services and how Sendero works with a practitioner's patients in the program.
- Sendero's policy prohibiting financial incentives for utilization management decision-makers.
- Sendero's adopted clinical practice and preventive health guidelines.
- Information about Sendero's medical necessity criteria, including how to obtain or view a copy.
- Information about the availability of staff to answer questions about UM issues.
- The toll-free number to contact staff regarding UM issues.
- The availability of TDD/TTY services for members.
- Information about how members may obtain language assistance to discuss UM issues.
- Information about Sendero's pharmaceutical management procedures including our drug list along with restrictions and preferences; how to use pharmaceutical management procedures; an explanation of limits and quotas; how practitioners can provide information to support an exception request; and Sendero's processes for generic substitution, therapeutic interchange, and step-therapy.
- A description of the process to review information submitted to support a practitioner's credentialing application, correct erroneous information and, upon request, to be informed of the status of the credentialing or recredentialing application.
- Sendero's member rights and responsibilities statement.

If you have any questions about accessing our website or if you would like more information, please call the Network Management Department at 1-855-895-0475. The most recent information about Sendero and our services is always available on our website.

New: Interactive Preauthorization Code Lookup Tool

Sendero now publishes an interactive Code Lookup Tool containing the specific healthcare service codes requiring preauthorization at <https://senderohealth.com/preauthorizationsearch/> and linked from the Preauthorizations tab at www.senderohealth.com. Use this for a quick search to learn whether a planned service requires preauthorization.