

HEALTH PLAN POLICY	
Title: Network Provider Education	Number: OPPr27 Revision: F
Department: Operations	Sub-Department: Provider Relations
Applicable Lines of Business: <input type="checkbox"/> Children’s Health Insurance Plan <input checked="" type="checkbox"/> Medicare <input type="checkbox"/> Commercial Insured <input type="checkbox"/> Non-Insured Business <input checked="" type="checkbox"/> Health Insurance Exchange <input checked="" type="checkbox"/> USFHP <input type="checkbox"/> Medicaid	
Effective Date: 09/28/2017	
Revision Date(s): 05/22/2019, 06/01/2020, 06/02/2021, 06/06/2022, 08/21/2023, 07/25/2024	

PURPOSE:

CHRISTUS Health Plan (CHP) uses appropriate education materials and tools to improve the network provider’s knowledge and skills in managing member care and to support them with meeting their contractual and quality requirements. The education materials are provided as part of an overall effort by CHP to improve the quality, safety and cost-effectiveness of services and care provided to its members.

DEFINITIONS AND ACRONYMS:

- **Consumer Assessment of Health Plans Survey (CAHPS®)** – A standardized survey used to collect data on patients’ experiences with healthcare services. It aims to measure various aspects of care, such as communication, access, and overall satisfaction, in order to identify areas for improvement and enhance the quality of care provided.
- **Healthcare Effectiveness Data and Information Set (HEDIS®)** – A set of standardized performance measures designed to reliably compare the performance of managed health care plans; and is sponsored, supported, and maintained by NCQA. HEDIS includes technical specifications for the calculation of performance measures.
- **Practitioner** – Licensed professionals such as physicians, nurses, therapists, or other qualified individuals, who are authorized to provide medical or behavioral health care services.
- **Network Provider Education** – Activities and efforts designed to improve practitioners’ and/or providers’ performance through learning, training, tools, and orientations.
- **Provider** – Any individual or entity, acting on behalf of the health plan or its affiliates, that delivers or authorizes the provision of medical or health-related services to a health plan member.
- **Provider Manual** – Document provided to all network providers as an extension of their contract that provides details around the plan benefits, member resources, policies and procedures, and other resources.
- **Quality Improvement Committee (QIC)** – A dedicated group of individuals, both internal and external, who are responsible for monitoring and reporting on quality issues and best practice techniques. They will provide and set standards through evidence-based guidelines, measures, and programs.

POLICY:

The objectives of this policy are to:

- Identify educational strategies, materials, and tools to complete new provider orientation for providers who are new to the CHRISTUS Health Plan (CHP) network.

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- Identify educational strategies, materials, and tools to complete continuing education for existing providers in the CHRISTUS Health Plan (CHP) network that allow for increased knowledge and performance in areas selected for provider performance reporting.
- Plan, implement, and/or participate in educational or outreach activities that will lead to a better understanding among practitioners and providers of CHP's clinical expectations and administrative processes.
- Provide comprehensive education related to quality and safety in healthcare and continuous quality improvement processes.
- Provide timely and consistent educational updates to practitioners and providers.
- Assess the effectiveness of educational and outreach activities.
- Reinforce relevant provisions and requirements of the Provider Manual.

CHRISTUS Health Plan (CHP) provides training to participating practitioners/providers and their staff regarding policies, procedures, requirements and expectations. These policies, procedures, requirements and expectations are described in the practitioner/provider's contract, CHP's Provider Manual, and in various notices, alerts, and newsletters that are disseminated to practitioners/providers from time to time. It is a priority of CHP to encourage and improve the practitioner/provider understanding of the special needs of CHP's members.

Practitioner/provider educational activities and interventions may include any of the following:

- Distribution of materials regarding clinical practice guidelines through the CHP Provider Portal, direct mailings, CHRISTUS Health Plan (CHP) website banner, and/or email notification.
- In person orientation for all new network providers.
- In person site visits for re-credentialing.
- Notification via updates to the CHRISTUS Health Plan (CHP) website located on the Provider Resources Page.
- Notification on the CHRISTUS Health Plan (CHP) Provider Portal.
- Provider newsletter articles addressing or updating an identified topic.
- Provider Lunch-and-Learn events or other provider gatherings and forums.

Responsibilities

CHRISTUS Health Plan (CHP)'s Provider Relations Team is responsible to track and log all educational activities conducted for the the network providers utilizing the Meditrac System via Uniflow. Provider Relations will coordinate with additional internal teams identifying and prioritizing practitioner/provider educational activities. This includes and is not limited to Medical Management Department and Quality Management.

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REFERENCES:

None

RELATED DOCUMENTS:

- CHRISTUS Health Plan Provider Manual

REVISION HISTORY:

Revision	Date	Description of Change	Approval Committee
New	09/28/2017	Initial Release.	Board of Directors
A	05/22/2019	Annual review. Updated lines of business. Corrected minor typos.	Executive Leadership
B	06/01/2020	Annual review. No change to policy content.	Executive Leadership
C	06/02/2021	Annual review. Updated minor verbiage.	Executive Leadership
D	06/06/2022	Annual review. No change to policy content.	Executive Leadership
E	08/21/2023	Annual review. Updated template and definitions.	Executive Leadership
F	07/25/2024	Annual review. Title change from "Practitioner and Provider Education" to "Network Provider Education." Added relevant details and verbiage from OPND02, OPND07, and OPND09. Removed verbiage from Responsibilities section that is no longer applicable to the Networks team.	P & P Committee