

*"You cannot get through a single day without having an impact on the world around you. What you do makes a difference, and you have to decide what kind of difference you want to make."*

~ Jane Goodall



aha-now.com

**LRPHO NewSource is a  
Quarterly Publication for  
our Facility, Physician  
Office Staff & Hospital  
Managed Care Members**

## Employers to Make Mental Health and Wellbeing a Top Priority for 2023

[From MedicalEconomics.com by Todd Shryock]

Companies are now offering designated mental health days to help employees. Mental health is becoming a greater priority for U.S. employers, according to a new report from global advisory firm WTW. The survey of 455 major employers found that 67% of U.S. employers plan to make employee mental health and emotional wellbeing programs and solutions one of their top three health priorities over the next three years. The number of employers offering designated mental health days could triple from 9% currently to 30% in the next two years.

The vast majority of survey respondents (88%) did something to address workforce mental health needs this year, with 83% offering tele-behavioral health this year and another 9% considering it for the next two years. While virtually all employers offer traditional employee assistance programs, 7 in 10 (69%) provide dedicated onsite or virtual EAP resources. Additionally, one in four employers (24%) are planning to increase their EAP benefits in the next three years.

"COVID-19 took a terrible toll on employees' lives, including substantially worsening mental health," said Erin Terkoski Young, senior director for WTW's Health, Equity & Wellbeing practice, in a statement. "Although the pandemic may have started to wane, mental health challenges persist. Taking mental health programs to the next level won't be easy, but employers that succeed will see improvement in productivity, retention and engagement."

The survey revealed several emotional wellbeing strategies employers have in place or are planning or considering deploying in the next three years:

- More than four in 10 employers (44%) currently provide manager training, such as general mental health awareness or identification and intervention training. Another 30% are planning or considering this training in the next two years.
- Nearly four in 10 employers (38%) are partnering with employee resource groups to address population-specific mental health issues. Another 27% are planning or considering doing so.
- Two-thirds of employers (68%) currently offer digital behavioral health support. An additional 16% are planning or considering providing access to digital behavioral health support in the next two years.
- One in six employers (17%) are evaluating cultural competencies within the behavioral health provider network. Another 27% are planning or considering doing so.

"Employers are highly focused on supporting the mental health of their employees, especially as they look to retain and engage talent," said Young. "Those that prioritize employee mental health and increase access to virtual and digital solutions will be uniquely positioned to improve their ability to deliver much-needed care."



## LOUISIANA HOSPITAL ASSOCIATION MEMBER ADVISORY

### LHA Member Advisory: New Relief From Medicaid Provider Credentialing

**Effective August 1, 2022, healthcare professionals who maintain hospital privileges or membership on a hospital medical staff may provide documentation of hospital credentialing/privileges in lieu of Medicaid managed care plan credentialing.**

The LHA encourages its members and associated providers to utilize this legislation to simplify their credentialing and recredentialing process. Ensuring that providers with hospital privileges and members of your medical staff have documentation evidencing their hospital credentials will help expedite new provider enrollment and recredentialing with the Medicaid health plans. To take advantage of this new law, upon enrollment of a new provider, hospitals should provide documentation, including effective dates and other relevant credentialing information, to each Medicaid health plan with a reference to [LA. R.S. 46:460.61\(F\)](#).

#### BACKGROUND

The credentialing process with Medicaid managed care health plans has consistently been a source of frustration for healthcare providers in Louisiana. In an effort to streamline and remove unnecessary administrative barriers, the LHA worked with Rep. Chris Turner (R-Ruston) to remove these unnecessary credentialing requirements for providers who are already credentialed by a hospital, rural health clinic, or federally qualified health center (FQHC).

Specifically, [Act 143 of the 2022 Regular Session](#) enacted LA. R.S. 46:460.61(F), which provides that all of the following providers shall be considered to have satisfied, and shall otherwise be exempt from having to satisfy, any credentialing requirements of a Medicaid managed care organization:

- Any provider who maintains hospital privileges or is a member of a medical staff with a hospital licensed in accordance with the Hospital Licensing Law, R.S. 40:2100 et seq.;
- Any provider who is a member of the medical staff of a rural health clinic licensed in accordance with R.S. 40:2197 et seq.; or
- Any provider who is a member of the medical staff of an FQHC as defined in R.S. 40:1185.3.

#### LHA POINTS OF CONTACT

If you have any questions, need additional information, or experience difficulty with any Medicaid health plan complying with this new law, contact LHA VP of Healthcare Reimbursement Kevin Bridwell at [kbridwell@lhaonline.org](mailto:kbridwell@lhaonline.org) or 225-928-0026, ext. 209, or LHA VP of Legal, Regulatory, & Governmental Affairs Greg Waddell at [gwaddell@lhaonline.org](mailto:gwaddell@lhaonline.org) or 225-928-0026, ext. 205.

Note: This Advisory is being distributed on Nov. 2, 2022 to Member Hospital C-Suite Personnel in the LHA database.



## CARTOON CORNER

## PRACTICE TIP OF THE DAY

*Engaged patients are more likely to receive recommended screenings, follow treatment guidelines, and lead a healthy lifestyle. They are more loyal as well. A patient base that is both loyal and engaged is a major advantage for practices.*

*So what does an engaged patient look like? Simply put, engaged patients are one that:*

- *Understand their conditions.*
- *Understand the treatment and what it will do for them.*
- *Believe the treatment will make a difference in their lives.*

*The last point of particular interest: When a patient trusts that a treatment will be effective, there's a much higher change it will work for them and produce desired results.*

## IMPORTANT OFFICE STAFF REQUEST:

PLEASE make sure that any USPS Mail and/or Email Correspondence that you receive from the LRPHO is opened and given to the Provider and/or Office Manager that is in charge of monitoring it. Many times throughout a calendar year, we will send out important correspondence that will require review, completion, and return to us. We strive to keep you and your providers informed in the best way possible and with your help in monitoring all correspondence, we can accomplish this together. Thank you!

# PAYER DAY 2022



We had a blast! It was a TOUCHDOWN with a 2-POINT CONVERSION! Thanks for joining us and being our Champions!

# Seven Rules for Medical Office Phone Etiquette

[From [smallbusiness.chron.com](http://smallbusiness.chron.com) by Irene Blake]

The behavior of your medical office staff on inbound and outbound calls can have a positive or negative impact on your business. Whether a receptionist is scheduling an appointment or a nurse is answering a question, excellent phone etiquette and customer service is required to prevent patient attrition and spread of negative word-of-mouth advertising. Ask your staff to follow these seven rules of etiquette when dealing with patients, vendors, colleagues and others on the phone.

## **Fast on the Phone**

Answer inbound calls as quickly as possible - before the third ring - to prevent a caller from thinking the office is understaffed. Too many rings is an unnecessary irritation in waiting patients and can create a negative office atmosphere. Impress upon your staff that everyone in the office should assist with the issue.

## **Friendly and Professional**

Greet callers in a friendly, professional manner with the office and staff member name: "Good afternoon, Thousands of Smiles Dental office, this is Jacob. How may I be of assistance?" Smile during every call, as smiling can naturally improve the voice to make it seem more energetic and friendly. Avoid eating or chewing gum while talking, as the noises can be most unpleasant for the person on the other end of the phone line.

## **Appropriate Volume and Speed**

Speak in a low tone using moderate volume and speed to convey words in a clear, understandable way. Raise tone or volume to emphasize a point or clarify as the situation dictates. For example, a staff member might raise the volume of his voice for an elderly patient who asks him to speak up.

## **Be Polite When Placing Caller on Hold**

Ask a caller's permission to place her on hold if necessary. For example, after greeting and determining the caller's name, a staff member might say, "Mrs. Anderson, I'm assisting a patient on the other line. May I please place you on a brief hold? (waits for answer) Thank you. Please hold."

## **Tip**

Advise office staff to always check back with a caller on hold within a specific amount of time to reassure the caller that he hasn't been forgotten. If a staff member anticipates a long hold time, she should apologize for the continued hold and provide the caller with options such as leaving a voicemail message, continuing to hold or calling back later. Although hold times vary by medical offices, callers might consider a hold time longer than 30 seconds without a hold message or music, or 90 seconds with a message or music, to be disrespectful.

## **Use Plain English**

Use nontechnical language with patients instead of jargon or medical abbreviations, as a caller or a call receiver might not understand medical terminology. If use of a medical term, phrase or abbreviation is necessary, ask staff members to offer a definition in context to clarify meaning. Of course, it's appropriate to use more technical language in conversations with a doctor, medical supplier, pharmaceutical representatives and so on.

## **Attentive Listening Skills**

Listen to the caller or call receiver attentively to determine the best way to assist and to show interest and concern. Advise staff members to take notes while listening, wait for the caller to finish speaking and repeat key points or ask questions to clarify the caller's or receiver's statements.

## **Satisfying Call Closure**

Close the call in a friendly, professional way instead of simply hanging up. For example, "Thank you. I will make certain the doctor gets your message. Goodbye." or "Mr. Smith, is there anything else I can help you with? (waits for answer) You're welcome. Thank you for calling and have a nice day."

# RRMC Trauma Grand Rounds

# Compliance with EMTALA

[A Live CME Event – 1.5 AMA PRA Category 1 Credit(s)<sup>TM</sup> offered]

## November 29<sup>th</sup>

## Diamond Grill

## 924 3<sup>rd</sup> Street

## Alexandria, Louisiana

[Dinner – 5:30 pm / Presentation – 6:00 pm]

**Speaker:** Mary Ellen Palowitch



**Senior  
Managing  
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**RSVP to Jessica Phillips:** [jessica.phillips2@hcahealthcare.com](mailto:jessica.phillips2@hcahealthcare.com)

Wishing You and Yours a  
Holiday Season full of  
Love, Health, and Joy!



Leigh Anne, Erica, Shaw and Julie