

Provider Update

Annual Reminder

Sendero Health Plans (Sendero) would like to remind 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.

- ★ Information about Sendero's Quality Improvement Program including goals, processes and outcomes as related to care and service.
- ★ 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.
- ★ Information about how to obtain or view copies of Sendero's specific adopted clinical practice guidelines and preventive health guidelines, including those for:

- *Community Care Collaborative Hypertension Protocol*
- *Community Care Collaborative Heart Failure Protocol*
- *Diabetes Clinical Guidelines for Children and Adults: TX Diabetes Council*
- *National Heart Lung Blood Institute (NHLBI) Asthma Care Guidelines*
- *Centers for Disease Control and Prevention: Immunization Schedule for Adult 19 through over 65*
- *Agency for Healthcare Research and Quality and U.S. Preventive Services Task Force: Adult Preventive Care Guidelines: Ages 21- Over 65*
- *Institute for Clinical Systems Improvement: Preventive Services for Children and Adolescents*
- *Texas Department of State Health Services: Medical Checkup Periodicity Schedule for Infants, Children and Adolescents*
- *Institute for Clinical Systems Improvement: Routine Prenatal Care guidelines*
- *Adolescent Depression*
- *Attention Deficit Hyperactivity Disorder (ADHD)*

- ★ 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 re-credentialing 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 Provider Relations Department at 1-855-895-0475. The most recent information about Sendero

and our

services is always available on our website.

