



The Providence Health Plan Provider Relations team is dedicated to keeping physicians, providers and office staff informed and supported. This bi-monthly newsletter brings you the key updates that matter most.

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## Policy Updates

As part of ongoing efforts to support appropriate utilization and ensure accurate reimbursement, several payer driven-policy updates were recently implemented. Below are two highlights most likely to impact physician workflows and documentation.

[See all new policies.](#)

### Criteria Change for Short-Stay Inpatient

Effective 4/1 – Commercial and Medicaid/OHP

Inpatient hospital claims for stays fewer than two nights are only allowed in limited clinical situations.

### E&M Coding Audit

Effective 3/1 – Commercial, Medicare and Medicaid/OHP

Targeted audits underway to identify practitioners who order high-level E&M services at significantly greater frequency than their peers.

## Training & Clinical Education Resources

### Essentials in onboarding

Join our Behavioral Health Network team for a quick onboarding webinar covering:

- ProvLink
- Policy Updates
- Provider Resources
- Support Options

May 28 at 12 p.m.

[Register now](#)

## Quality Corner

### CAHPS<sup>®</sup>: Why your role matters

CAHPS surveys play a critical role in shaping the patient experience — and our Medicare Star Ratings. Clinic-level access and day-to-day interactions directly influence Health Plan CAHPS results.

[Learn more](#)

## Member Benefit Highlight

### Extra support for complex care

Providence Health Plan Care Management is available to support your patients with complex or chronic conditions and to reinforce the care plan you create. They are part of the members' care team. Their role is to help your patients become active participants in improving and managing their health.

[Learn more](#)

Providence offers tools and resources you can leverage to enhance your patients' continuity of care and overall well-being.

Member tools and resources:

- [Video](#)
- [Infographic](#)
- [Flyer](#)
- [Web content](#)

## Resources

Direct links to frequently accessed resources:

- [Notices](#)
- [Policies & Information](#)
- [Prior Authorization Form](#)
- [Provider Hub](#)
- [Provider Training](#)
- [ProvLink](#)
- [Contact us](#)



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