



ProgenyHealth Overview for MDwise

March 2025



Agenda

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3. Utilization Management (UM)

- Notification and Determinations
- Daily Determinations
- Peer-to-Peer and Appeals
- Transfers

4. Case Management (CM)

- CM Program Overview
- CM Facility Collaboration





Founded by a
pediatrician
Dr. Ellen Stang
in 2003



<https://info.progenyhealth.com/progenyhealth-provider-education-video>

ProgenyHealth

Introduction

Beginning 4/1/2025 ProgenyHealth will assume Neonatal Care Management Services for MDwise

- This program will apply to Medicaid LOBs, Healthy Indiana Plan and Hoosier Healthwise.
- This program will not include CHIP.



ProgenyHealth Contact Information

Direct contact information for the ProgenyHealth UM and CM Nurses will be provided once assigned to a member admitted to your facility.



Main Number:

1-888-832-2006

UM Email:

mdwise-um@progenyhealth.com

Secure Fax:

1-866-305-6062

CM Email:

mdwise-cm@progenyhealth.com

Website:

ProgenyHealth.com

UM Notification & Determinations

What You Need to Do:

The process for notifying MDwise of infant admissions to the NICU or a special care nursery is changing.

Starting 4/1/2025, NICU Notification of Admission should be faxed **directly to ProgenyHealth** at 866-305-6062 for all infants born/admitted on 4/1, and after.

Please Include:

Universal Prior Auth Form:

Indiana Health Coverage Programs
Prior Authorization Request Form

Please ensure the following items are also included in the form:

- Mother's name, DOB and Subscriber ID
- Infant's name (if known) and ID (if known)
- Attending Physician NPI #, Facility NPI #
- Supporting clinical

For members managed by ProgenyHealth, all concurrent reviews, transfer requests, and discharge summaries should be sent to ProgenyHealth's secure fax number.

What We Will Do:

- ProgenyHealth will follow MDwise timeframes for reviews and determinations.
- ProgenyHealth will be providing Level of Care determinations utilizing InterQual.


Alternate Methods to Submit Notification of Admission:

- Email ProgenyHealth at mdwise-um@progenyhealth.com
- Call ProgenyHealth 1-888-832-2006
- MDwise Provider Portal

Daily Determinations

ProgenyHealth will fax facility-specific daily determination log

- Days approved
- Levels of Care (example: Level 2, Level 3)
- Next Review Date
- Information needed with the next review to support continued inpatient stay
- Authorization Number
- **PGNMDWINXXXXXXXXXX**



Daily Determination Details

(SAMPLE)

Hospital: Hospital Phone: Hospital Fax:	Nurse: ProgenyHealth Nurse Nurse Phone: 1-888-832-2006 Progeny Fax: 1-888-XXX-XXXX
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Patient Full Name	Admitted	Discharged	Description
Baby A Test DOB: 2/7/2024 ProgenyHealth Case ID: UM01 Hospital Medical Record Number: N/A Authorization Number: N/A Next Review Date: 2/15/2024 Next Review Notes: Please provide updates on weight, bed type, resp, FEN, meds, and social/discharge needs	2/7/2024		Days Reviewed: 2 02/07/2024 - 02/08/2024 Requested Level of Care: Level 4 Approve: As Requested Reviewed Level of Care: Level 4
			Days Reviewed: 3 02/09/2024 - 02/11/2024 Requested Level of Care: Level 4 Approve: Per Physician Reviewer Reviewed Level of Care: Level 3

UM Peer-to-Peer & Appeals

For adverse determination made by ProgenyHealth, the provider will be offered 7 business days to request Peer-to-Peer (P2P) discussions, following the current MDwise timeframe.

Verbal notification of the P2P opportunity is provided during denial notification, followed by a faxed daily determination log; Denial letters will be faxed per health plan guidelines.

- P2P may be requested with a ProgenyHealth Medical Director by calling 1-888-832-2006 and following the Physician Advisor's prompt and directions.
- If P2P is declined or if the denial determination is upheld, providers would follow MDwise appeal process if not in agreement with the determination.



Transfers



ProgenyHealth will manage infants transferred from the NICU to another acute care facility under the guidance of the MDwise current rules for higher, lateral, and lower-level care transfers.



CM Program Overview

Partnering with MDwise, we offer caregivers CM services



- Families will have a dedicated Case Manager who will provide support and education.
- Following notification of NICU admission, ProgenyHealth outreaches caregivers for early inpatient engagement to evaluate Social Determinants of Health and barriers to safe discharge home.
- ProgenyHealth Case Managers will continue to follow members for their first year of life.
- ProgenyHealth Case Managers, Social Workers, and Care Coordinators assist members with identifying support and utilizing national and local community resources.
 - Identifying PCP
 - Lactation services/obtaining a breast pump
 - Transportation resources

CM Facility Collaboration



ProgenyHealth will collaborate with the facility Case Manager for infants with anticipated discharge needs, complex medical care, or considerable social situations.



ProgenyHealth will collaborate with the facility throughout the Inpatient stay. In addition, ProgenyHealth will encourage caregivers to leverage the resources available through the hospital care team such as in-person lactation consultants, CM, or Social Work support while the infant remains inpatient to foster a team approach.



Prior Authorizations will continue to be submitted to MDwise for discharge needs. ProgenyHealth can assist facilities with identifying in-network Durable Medical Equipment, home care, and providers.

Thank you! Questions?

ProgenyHealth.com

