Clinically Integrated Network Newsletter
February 18, 2026

🗎🛡 Clinical Excellence

You're Invited: MSHP Town Hall Gathering

Join us for our upcoming virtual [MSHP Town Hall Gathering](#) on **Wednesday, March 4** from 6 – 7:30 pm. We'll cover key topics including:

- General Mount Sinai Health System and Clinically Integrated Network updates

- 2026 Clinical Integration Program: requirements, performance metrics, and funds flow

- Discussion on MASH (metabolic dysfunction-associated steatohepatitis), from [Dr. Meena Bansal](#), System Chief, Division of Liver Diseases and Director, MASLD/MASH Center of Excellence at the Icahn School of Medicine at Mount Sinai, and practicing clinician at [Mount Sinai – Wantagh](#)

- Federal and state policy updates

[Register here – we look forward to seeing you there!](#)

Earn Credit for Attending

Attendance for the Town Hall Gathering will meet a portion of the Program Engagement CI requirement for 2026. In order to receive credit for attending, you must complete the necessary information when joining via Zoom.

Attendees will also have the opportunity to earn 1.5 CME credits for attending this event. To receive AMA PRA Credits and/or a certificate of attendance, attendees must have an active account with Cloud CME and complete the attendance verification during the meeting. Click here to create a Cloud CME account. Go to the top left of the CME web page and click the menu bar. Click "Sign In" and select "Create New Account. Email us for help setting up your account.

How to improve your Inpatient Admissions Observed/Expected (O/E) Ratio

Your CI Index score takes into account your O/E ratio. Follow the tips below to improve your performance in the Efficiency Performance Metrics (EPM) Program.

Document and code chronic conditions

- Use Patient Opportunity Reports and open care gap data to outreach and schedule patients due for visits
- Consider under-captured diagnoses (e.g. heart failure, chronic kidney disease, diabetes with or without complications) and document with specificity

Keep patients out of the Emergency Department (as appropriate)

- Communicate appropriate ED versus urgent care use with patients, and ways to easily access same-day, in-office care
- Scheduled frequent appointments (in person or telehealth) with high-utilizer and high-risk patients

Reduce need for inpatient admissions

- Refer patients for MSHP Care Management services
- Sign up for clinical event notifications (ADT alerts via text, email or Epic direct message) for ED visits and hospital discharges, and perform timely post discharge follow-up
- Conduct high-risk patient rounds/reviews for multi-disciplinary high-risk patients

[Click here](#) for more *quick and actionable* tips to improve your CI Program performance.

Need to Know

Mount Sinai Contract Updates

Thank you to all who have attended our provider and practice town halls on our negotiations with Anthem. If you were unable to attend the February 10 meeting, or would like to review the information presented, you can view the slides [here](#).

The next town hall will be next Tuesday, February 24.

Please make every effort to attend this meeting, as we will provide instructions to prepare for Mount Sinai facilities to go out of network starting March 1.

MSHP CIN Voluntary Provider and Practice Town Hall
Tuesday, February 24, 6:00 p.m.
[Click here to join](#)
Password: **848814**

January Patient Opportunity Reports

Voluntary PCPs and pediatricians in our network received customized patient opportunity reports in their One Drive accounts on January 28. PCPs also received the In-Network Integration Performance Report which includes practice-level measurement of new office visits to CIN specialists in 2025.

These reports include patient-level information on care gaps and high utilizers, and can be used to **identify cohorts of patients that need visits to re-engage in care**, **close quality care gaps**, and/or **manage and document chronic conditions**. Please be sure to use these reports for effective patient outreach in Q1.

For support using your reports, contact your [Population Health Manager and/or Population Health Specialist](#).

New and Improved MSHP Web Resources

- Updated [Provider Search tool](#)

- Provider Search [video tutorial](#)

- Provider Search [user guide](#)

- New [Fee Schedule Lookup tool](#)

- Fee Schedule Lookup [video tutorial](#)

- Fee Schedule Lookup [user guide (providers)](#)

- Fee Schedule Lookup [user guide (office managers)](#)

In addition to the [new Fee Schedule Lookup tool](#), we are excited to share our improved [Provider Search tool](#).

This streamlined tool allows you to generate custom reports of in-network clinicians using zip code, provider name, county, or neighborhood as search parameters.

To get started, visit [mshp.mountsinai.org](#) and click on **Provider Search** on the top of the page.

Payer Updates

Cigna expands online precertification access

Enhanced online precertification (i.e. prior authorization) functionality is now live for all users with "Patient Search" entitlement on the [Cigna for Health Care Professionals portal](#).

In addition to checking if precertification is required, you now have access to the following new capabilities:

- Submit precertification requests online
- Draft and save requests before submitting
- Track request status in the precertification dashboard
- Upload supporting documentation
- Download summaries when precertification is not required
- Submit precertification appeals directly in the portal

Review the online precertification reference guide, which includes step-by-step instructions and FAQs to help get started.

UnitedHealthcare policy and protocol updates

UnitedHealthcare shared their February policy and protocol updates. Please also note Oxford's in-office laboratory testing and procedures list effective January 1, 2026.

UnitedHealthcare temporarily pauses rejection code 799 for multiple-claim submissions

Due to system rejections of multiple original claims submitted for dates of service from November 1, 2025 to January 15, 2026, UnitedHealthcare paused the requirement to allow those who need additional time the opportunity to update their billing systems.
Please resubmit claims rejected with the 799 code:

- Resubmit a consolidated corrected claim
- Resubmit rejected claims as you would have prior to the change

Click here to learn more.

New Centivo claims submission requirements

Effective February 1, 2026, all **837P electronic claims** and **CMS-1500 paper claims** must include:

- Rendering Provider NPI and Taxonomy Code
- Billing Provider NPI and Taxonomy Code

Claims missing any of these required data elements will be returned for correction and will not be processed until complete information is received.

Why this change?

Including both the National Provider Institute (NPI) and taxonomy code for rendering and billing providers ensures:

- Proper provider identification
- Accurate application of benefit and reimbursement policies
- Streamlined claims adjudication

Questions about this change?

If you have any questions or concerns related to this change, please reach out to the Centivo Provider Relations team at ProviderRelations@centivo.com.

✌ Reminders

2026 Laboratory and Contracts Quick Guides

The CIN Rates and Value-Based Contracts Quick Guide and Laboratory Quick Guides have been updated for 2026. They are also available on the Provider Portal.

Simplify Vaccines with VaxCare

VaxCare's fully integrated platform eliminates inventory purchasing, manual work, and financial risk while providing visibility into every step of the process. It's a plug-and-play solution for standardization across your primary care locations.

Some of the benefits you can experience with VaxCare are:

- No-cost vaccine procurement
- Vaccine workflow automation
- Vaccine management
- Improved vaccination economics
- Turn-key adherence programs

To learn more about getting started, you can visit vaxcare.com or email them at hello@vaxcare.com.

Welcome New Members

Primary Care

Megan Braiman, MD
Family Medicine
City Care Family Practice, PC
New York, NY

Specialty Care

Hadley Adams, LCSW
Behavioral Health
Octave Psychiatry Behavioral Health
PC
New York, NY

Guendalina Almici, LCSW
Behavioral Health
Octave Psychiatry Behavioral Health
PC
New York, NY

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Dermatology
True Dermatology

Yohan Lee, MD
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Plainview, NY

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Dr. Prem Chattoo DO
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Ophthalmology
Brian I. Collet, MD
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New York, NY

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Advanced Practice Providers

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City Care Family Practice, PC
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Upper East Orthopaedics, PC
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Bryan Cabrera, PA
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Michael Roemer, PA
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Katherine Louer, NP
Gynecology & Integrative Women's Care, PC
Brooklyn, NY

Bridget Whalen, PA
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Plainview, NY

Estelle Muscat, PA
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If you have any questions about any of our announcements, please contact your Population Health Manager, email Mount Sinai Health Partners at mshp@mountsinai.org or call us at 877-234-6667.

Contact Us

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[Provider Engagement Team](#)

[Visit our website](#)

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