Provider Newsletter

https://providers.healthybluela.com

Healthy Blue

Medicaid Managed Care
Dual Advantage

April 2020

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Dual Advantage:

Coding spotlight: HIV and AIDS

Code only confirmed cases

According to ICD-10-CM coding guidelines for Chapter One, code only confirmed cases of HIV infection/illness. This is an exception to the hospital inpatient guideline *Section II, H*. In this context, *confirmation* does not require documentation of positive serology or culture for HIV. The provider's diagnostic statement that the patient is HIV positive or has an HIV-related illness is sufficient.

Read more online.

BLA-NL-0191-19

Reminder: Mid-level practitioners are required to file using their NPI

Healthy Blue provides benefits for covered services rendered by nurse practitioners (NPs) and physician assistants (PAs) when operating within the scope of their license. Our policy states that these mid-level practitioners are required to file claims using their specific NPI number — not that of the medical doctor.

We will continue to monitor this area of concern through medical chart review and data analysis. Billing noncompliance can be considered a contract breach.

Healthy Blue recognizes the quality of care delivered to our members can be improved by the proper use of NPs and PAs. This notice is in no way intended to discourage their proper use, but rather to clearly define how services should be appropriately billed.

BLA-NL-0193-19

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Coding tip for psychological and neuropsychological testing

A change to CPT® codes for psychological and neuropsychological test administration and evaluation services was effective January 1, 2019.* The new codes do not crosswalk on a one-to-one basis with the deleted codes.

These coding changes separate test administration from test evaluation, psychological testing evaluation from neuropsychological testing evaluation and define the testing performed by a professional or technician. The information below clarifies coding for these services.

Please note: Prior authorization (PA) requirements have not changed. Please check the Precertification Look Up Tool for PA requirements for each code.

Read more online.

* American Psychological Association website: *2019 Psychological and Neuropsychological Testing Billing and Coding Guide*: **https://www.apa.org**

BLA-NL-0187-19

Antibiotic dispensing guidelines

Overuse of antibiotics is directly linked to the prevalence of antibiotic resistance. Promoting judicious use of antibiotics is important for reducing the emergence of harmful bacteria that is unresponsive to treatment. The following HEDIS® measures assess appropriate antibiotic dispensing for pharyngitis, upper respiratory infection and bronchitis/bronchiolitis. Changes for HEDIS 2020 include expanded age range and additional stratifications.

Read more online.

HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

BLA-NL-0190-19

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Use of Imaging Studies for Low Back Pain (LBP)

The HEDIS® measure Use of Imaging Studies for Low Back Pain (LBP) analyzes the percentage of patients 18 to 50 years of age during the measurement year with a primary diagnosis of low back pain who did not have an imaging study (plain X-ray, MRI, CT scan) within 28 days of the diagnosis. The measure is used to determine whether imaging studies are overused to evaluate members with low back pain. The measure is an inverted rate. A higher score indicates appropriate treatment of low back pain.

Clinical guidelines for treating patients with acute low back pain recommend against the use of imaging in the absence of red flags (in other words, indications of a serious underlying pathology such as a fracture or tumor). Unnecessary or routine imaging is problematic because it is not associated with improved outcomes and exposes patients to unnecessary harms such as radiation exposure and further unnecessary treatment.

Measure exclusions:
- Cancer
- Recent trauma
- Intravenous drug abuse
- Neurological impairment
- HIV
- Spinal infection
- Major organ transplant
- Prolonged use of corticosteroids

Helpful tips:
Hold off on doing imaging for low back pain within the first six weeks, unless red flags are present.

Consider alternative treatment options prior to ordering diagnostic imaging studies, such as:
- Nonsteroidal anti-inflammatory drugs.
- Nonpharmacologic treatment, such as heat and massage.
- Exercise to strengthen the core and low back or physical therapy.

Other available resources:
- National Committee for Quality Assurance — **NCQA.org**
- Choosing Wisely — **Choosingwisely.org**
- American Academy of Family Physicians — **AAFP.org**

HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

BLAPEC-1601-19

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Disease Management can help you care for patients with chronic health care needs

Disease Management programs are designed to assist PCPs and specialists in caring for members with chronic health care needs. Healthy Blue provides members with continuous education on self-management, assistance in connecting to community resources, and coordination of care by a team of highly qualified professionals whose goal is to create a system of seamless health care interventions and communications for members.

Who is eligible?

Disease Management case managers provide support to members with:

- Behavioral health conditions such as depression, schizophrenia, bipolar disorder and substance use disorder.
- Diabetes.
- Heart conditions such as congestive heart failure, coronary artery disease and hypertension.
- HIV/AIDS.
- Pulmonary conditions such as asthma and chronic obstructive pulmonary disease.

Our case managers use member-centric motivational interviewing to identify and address health risks such as tobacco use and obesity to improve condition-specific outcomes. Interventions are rooted in evidence-based clinical practice guidelines from recognized sources. We implement continuous improvement strategies to increase evaluation, management and health outcomes.

We welcome your referrals. To refer a member to Disease Management:
- Call **1-888-830-4300** to speak directly to one of our team members.
- Fill out the *Disease Management Referral Form* located on the provider website and fax it to **1-888-762-3199** or submit electronically via the Availity Portal.*

Your input and partnership are valued. Once your patient is enrolled, you will be notified by the assigned Disease Management case manager. You can also access your patient's Disease Management care plan, goals and progress at any time via the Availity Portal through Patient360.

We are happy to answer any questions. Our registered nurse case managers are available Monday to Friday from 8:30 a.m. to 5:30 p.m. local time, and our confidential voicemail is available 24 hours a day, 7 days a week.

* Availity, LLC is an independent company providing administrative support services on behalf of Healthy Blue.
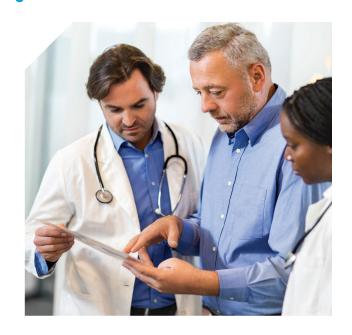
BLA-NL-0194-20

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Improving the Patient Experience Continuing Medical Education

Are you looking for innovative ways to improve your patients' experiences?
Numerous studies have shown that a patient's primary health care experience and, to some extent, their health care outcomes, are largely dependent upon health care provider and patient interactions.

That is why Healthy Blue has an online learning site called **My Diverse Patients** that offers insights on how to communicate with your diverse patient population. Through the use of compelling real-life stories that convey practical strategies for implementing patient care, providers learn how to apply best practices.

Did you know?
- Substantial evidence points to a positive association between the patient experience and health outcomes.
- Patients with chronic conditions, such as diabetes, demonstrate greater self-management skills and quality of life when they report positive interactions with their health care providers.
- Patients reporting the poorest-quality relationships with their physicians were three times more likely to voluntarily leave the physician's practice than patients with the highest-quality relationships.

How will this benefit you and your office staff?
You'll learn tips and techniques to:
- Improve communication skills.
- Build patient trust and commitment.
- Expand your knowledge of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey.

Like you, Healthy Blue is committed to improving the patient experience in all interactions, and we are proud to work collaboratively with our provider network to provide support and tools to reach our goal.

Take the course!
What Matters Most: Improving the Patient Experience can be accessed using your smartphone, tablet or computer.

Continuing medical education (CME) credits are available for many courses.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

BLA-NL-0198-20

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Benefits update for Special Supplemental Benefits for the Chronically Ill

Healthy Blue filed a number of supplemental benefits under new guidelines released by the Centers for Medicare & Medicaid Services (CMS). The guidelines, known as Special Supplemental Benefits for the Chronically Ill (SSBCI), allow Medicare Advantage (MA) plans to offer expanded benefits/services, provided they have a reasonable expectation of improving or maintaining the health or overall function of the enrollee as it relates to the chronic condition or illness.

New benefits filed under the new SSBCI guideline include nutrition benefits (Healthy Nutrition, Prescribed Nutrition), a pest control benefit and a benefit providing support to our members with service dogs through the *Americans with Disabilities Act*. Not all benefits are available on every MA plan.

To comply with CMS guidance, Healthy Blue must ascertain that the member meets the criteria defined by CMS for being chronically ill. In some cases, information will be available in patient records. In other cases, Healthy Blue will need to contact providers to ensure that member has a qualifying condition and that, as the member's physician, they concur this benefit meets the standards of helping improve or maintain the member's condition.

Healthy Blue encourages our members to consult with their physician when selecting a benefit. As some of these benefits are elective and include other options, providers may be able to help their patients make the most appropriate benefit choice for their needs.

For more information on SSBCI, visit the CMS website at **https://go.cms.gov/36iC952**.

BLACRNL-0002-19

Medical drug *Clinical Criteria* updates

November 2019 update
On November 15, 2019, the Pharmacy and Therapeutics (P&T) Committee approved *Clinical Criteria* applicable to the Healthy Blue Dual Advantage (HMO D-SNP) medical drug benefit for Healthy Blue. These policies were developed, revised or reviewed to support clinical coding edits.

Effective dates are reflected in the ***Clinical Criteria* web posting**.

BLACRNL-0004-20

December 2019 update
On December 18, 2019, and December 23, 2019, the Pharmacy and Therapeutics (P&T) Committee approved *Clinical Criteria* applicable to the Healthy Blue Dual Advantage (HMO D-SNP) medical drug benefit for Healthy Blue. These policies were developed, revised or reviewed to support clinical coding edits.

Effective dates are reflected in the ***Clinical Criteria* web posting**.

BLACRNL-0006-20

The *Clinical Criteria* is publicly available on the provider website. Visit the ***Clinical Criteria* website** to search for specific policies.

For questions or additional information, use this **email**.

Electronic data interchange

Availity* serves as our electronic data interchange (EDI) partner for all electronic data and transactions.

Methods to exchange EDI transmissions with the Availity EDI Gateway:
1. If you are **already exchanging EDI files**, you can use your existing clearinghouse or billing company for your transmissions. **Please work with them to ensure connectivity to the Availity EDI Gateway.**
2. Become a direct trading partner with the Availity EDI Gateway.
3. Use direct single-claim entry through the Availity Portal.

Providers, billing services and clearinghouses who are not currently exchanging EDI transactions can register for the Healthy Blue Dual Advantage (HMO D-SNP) plan with Availity.

The ***Availity Welcome Application*** is your map to setting up your business for exchanging EDI transactions via the Availity Portal.

Read more online.

* Availity, LLC is an independent company providing administrative support services on behalf of Healthy Blue.

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