

Provider Newsletter



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Healthy Blue e-blasts

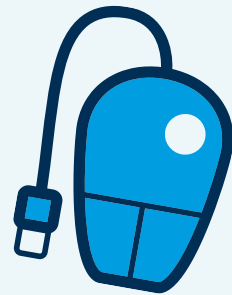
Healthy Blue continually seeks to improve the effectiveness and timeliness of communications to our providers.

We are now leveraging e-blasts for the dissemination of various provider notifications, educational opportunities and more.

What do we need from you?

To receive e-blast communications from Healthy Blue (in lieu of fax or mail), send the following information to ProviderEmailRequests@healthybluela.com:

- Email address
- Provider name
- Full mailing address
- NPI
- TIN



If multiple providers, email addresses, NPIs or TINs exist, you need to submit all of the required fields separately for each individual provider or provider within a group. However, please keep in mind that we can only accept one email address for each unique provider record.

BLAPEC-1464-19_v2

Improving the patient experience

Are you looking for innovative ways to improve your patients' health care experiences?

Numerous studies have shown 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's why Healthy Blue has an online learning site called *My Diverse Patients* that offers insight on how to communicate with your diverse patient population, including a course titled:

What Matters Most: Improving the Patient Experience. Learn more by visiting the course link or on the My Diverse Patients site at www.mydiversepatients.com.

BLA-NL-0179-19



Verifying and updating your provider information

Maintaining accurate provider information is critically important to ensure that our members have timely



and accurate access to care. Additionally, Healthy Blue is required by Centers for Medicare & Medicaid Services to include accurate information in provider directories for certain key provider data elements. To remain compliant with federal and state requirements, changes must be communicated within 30 days in advance of a change or as soon as possible.

Key data elements include physician name, address, phone number, accepting new patient status, hospital affiliations and medical group affiliations.

Please notify us by completing the *Practice Profile Update Form* available on <https://providers.healthyblueia.com> > Provider Support > Forms. Providers may also send demographic changes via email to laoperations@healthyblueia.com. Thank you for your help and continued efforts in keeping our records up to date.

BLA-NL-0184-19

Resources to support your diverse patient panel

As patient panels grow more diverse and needs become more complex, providers and office staff need more support to help address patients' needs. Healthy Blue wants to help.

Cultural competency resources

We have cultural competency resources available on our provider website. Leveraging content created by the Industry Collaboration Effort Cultural and Linguistic Workgroup, the *Cultural Competency Training* and the *Caring for Diverse Populations Toolkit* have enhanced content.

Cultural Competency Training includes:	Caring for Diverse Populations Toolkit includes:
<ul style="list-style-type: none">• Enhanced content regarding culture including language and the impact on health care.• A cultural competency continuum that can help providers assess their level of cultural competency.• Guidance on working effectively with interpreters.• Comprehensive content on serving patients with disabilities.	<ul style="list-style-type: none">• Comprehensive information on working with diverse patients and effectively supporting culture, language and disabilities in health care delivery.• Tools and resources to help mitigate barriers including materials that can be printed and made available for patients in your office.• Guidance on regulations and standards for cultural and linguistic services.

In addition, providers can access <https://mydiversepatients.com> for tools and resources that are accessible from any smartphone, tablet or desktop. Providers will find free continuing medical education courses that cover topics relevant to providing culturally competent care and services for diverse individuals.

Prevalent non-English languages (based on population data)

Like you, Healthy Blue wants to effectively serve the needs of diverse patients. It's important for us all to be aware of the cultural and linguistic needs of our communities, so we are sharing recent data about the prevalent non-English languages spoken by five percent or 1,000 individuals in Louisiana. (Source: American Community Survey, 2016 American Community Survey 5-Year Estimates, Table B16001, generated October 3, 2018)

- **Prevalent non-English languages in LA:** Spanish

Language support services

As a reminder, Healthy Blue provides language support services for our members with limited English proficiency (LEP) or hearing, speech or visual impairments. Please see the provider manual at <https://providers.healthyblue.com> for details on the available services and how to access them.



BLA-NL-0182-19

Caring for Children with ADHD: a provider eLearning experience offered by Healthy Blue

Healthy Blue is pleased to offer *Caring for Children with ADHD*, a compelling life-based learning experience, for Healthy Louisiana providers. The course is based on **Caring for Children with ADHD: A Resource Toolkit for Clinicians**, a collaborative project between the Louisiana Chapter of the American Academy of Pediatrics (LAAAP) and the Louisiana Department of Health. Providers may apply their completion of the course toward continuing medical education (CME) credit certification. See the *About* section of the course for CME details.

How will this eLearning experience benefit me?

By completing the *Caring for Children with ADHD* course, you will learn how to apply best practices, along with:

- Insight into your role in assessing young patients with a potential ADHD diagnosis and their treatment.
- The benefits of using the toolkit.
- How to integrate the contents of the online toolkit into your electronic medical record and office workflow.
- How to address disparities and reduce ADHD stigma in diverse populations.
- How to apply the most effective and age-appropriate multimodal treatment plan for children with ADHD.
- Proper medical coding for ADHD that will help ensure you are correctly compensated.

BLAPEC-1496-19



Access the LAAAP Resource Toolkit for clinicians

Before you take the course, access *Caring for Children with ADHD: A Resource Toolkit for Clinicians*:

- **First-time users:**
Visit <http://www.laaap.org/adhd-reg> to create a username and password and enter an email address. Once all your information is entered, you will be brought to the toolkit.
- **Returning users:**
Visit <http://www.laaap.org/adhd-toolkit> to enter your login information and access the toolkit.

Access the Healthy Blue provider course

Caring for Children with ADHD can be accessed at <https://www.mydiversepatients.com/le/adhd/home.html> using your smartphone, tablet or computer. For tracking purposes, email a copy of your CME certificate to LAinterPR@HealthyBlueLA.com.

Healthy Blue offers Food Insecurity Provider Incentive Program

Louisiana is ranked among the highest in the nation for food insecurity with many children living in households without consistent access to adequate food. Healthy Blue is addressing this social determinant of health issue by launching our Food Insecurity Provider Incentive Program (FIPIP). We are partnering with providers and food banks in the following parishes to ensure Healthy Blue members have access to nutritious food, and no child goes to bed hungry:

- Bienville
- Caddo
- DeSoto
- Webster
- Bossier
- Claiborne
- Red River



How does food insecurity affect my patients?

The impacts of food insecurity begin before birth. Lack of access to nutritious food during pregnancy increases the risk of poor maternal health and pregnancy-induced anxiety or depression that can restrict fetal development. Food insecurity during childhood increases the likelihood of poor health outcomes as adults, resulting in long-term physical and psychological effects including increased rates of type 2 diabetes, cardiovascular disease, anxiety and depression.

How can I enroll in Healthy Blue's FIPIP?

Effective September 1, 2019, you will be automatically enrolled in FIPIP if you are a PCP, OBGYN or BH provider practicing in one of Louisiana's seven Northwest parishes.

BLAPEC-1376-19/BLAPEC-1552-19

How does FIPIP work?

Healthy Blue's FIPIP financially incentivizes our PCPs, OBGYNs and behavioral health (BH) professionals in these parishes to proactively evaluate members for food insecurity and refer those in need to local food banks and other community resources. We ask providers to administer a short, two-question Hunger Vital Sign™ screening to our members identifying households as being at risk for food insecurity if they answer that either or both of the following statements is often true or sometimes true:

- "Within the past 12 months, we worried whether our food would run out before we got money to buy more."
- "Within the past 12 months, the food we bought just didn't last, and we didn't have money to get more."

Following the assessment, providers should refer food insecure members to a food bank in their area. To receive your incentive, providers can submit a claim form for food insecure members with the diagnosis code Z59.4 (lack of adequate food and safe drinking water). Providers will receive incentive payments at the TIN level and are eligible to earn two incentive payments per member per calendar year. For each qualifying claim that is submitted, we will pay the provider \$10.

Incentive payments are made to the provider as an annual lump sum bonus payment approximately five months after the close of the performance measurement period, which began September 1, 2019.

New clinical guideline: pneumatic compression devices, effective February 1, 2020

Healthy Blue will implement the following clinical guideline effective February 1, 2020, to support the review for unnecessary outpatient pneumatic compression devices (PCDs) postoperative orthopedic procedures.

Federal and state law, as well as state contract language and CMS guidelines, including definitions and specific contract provisions/exclusions, take precedence over these prior authorization rules and must be considered first when determining coverage. **Noncompliance with new requirements may result in denied claims.**

CG-DME-46 Pneumatic Compression Devices for Prevention of Deep Vein Thrombosis of the Lower Limbs

PCDs are used in clinics or can be purchased or rented for home use for prevention and treatment of a number of conditions. PCD therapy involves the use of an inflatable garment and an electrical pneumatic pump. The garment is intermittently inflated and deflated with cycle times and pressures that vary between devices. This document only addresses the home use of PCDs postoperative outpatient orthopedic procedures for the prevention of deep vein thrombosis (DVT) of the lower limbs.

Note: This document addresses devices for the prevention of DVT only. Pneumatic devices used in the treatment or prevention of lymphedema, venous insufficiency and therapy for musculoskeletal injuries are not addressed in this document, nor are devices for prevention of DVT postmajor surgical procedures.

Not medically necessary

The home use of PCDs for prevention of thromboembolism of the lower limbs following outpatient orthopedic surgery is considered not medically necessary for all indications.

BLA-NL-0167-19

Prior authorization (PA) requirements

Effective November 1, 2019, PA requirements will change for 31 services. These services will require PA by Healthy Blue for Medicaid members.

BLA-NL-0160-19



Read more online.

Effective December 1, 2019, PA requirements are changing for the codes listed below. The listed codes will require PA by Healthy Blue for Healthy Louisiana members.

PA requirements are being added to the following:

- Lower extremity prosthesis — shank foot system with vertical loading pylon (L5987)
- Gait trainer, pediatric size — anterior support, includes all accessories and components (E8002)
- Wheelchair, pediatric size — tilt-in-space, folding, adjustable, without seating system (E1234)
- Wheelchair, pediatric size — tilt-in-space, rigid, adjustable, without seating system (E1233)
- Transport chair, pediatric size (E1037)
- Multi-positional patient transfer system with integrated seat, operated by care giver (E1035)
- Wheelchair accessory — ventilator tray, gimbaled (E1030)
- Water circulating heat pad with pump (E0217)

BLA-NL-0148-19

Federal and state law, as well as state contract language and Centers for Medicare & Medicaid Services guidelines, including definitions and specific contract provisions/exclusions, take precedence over these PA rules and must be considered first when determining coverage. **Noncompliance with new requirements may result in denied claims.**

Please use one of the following methods to request PA:

- **Web:** <https://www.availity.com>
- **Fax:** 1-888-822-5595 (inpatient); 1-888-822-5658 (outpatient)
- **Phone:** 1-844-521-6942

Not all PA requirements are listed here. Detailed PA requirements are available to contracted providers through **Availity** or <https://providers.healthyblue.com> > Login. Providers who are unable to access Availity may call us at **1-844-521-6942** for PA requirements.

New CMS requirement: Hospitals must use *Medicare Outpatient Observation Notice*

CMS requires that all hospitals and critical access hospitals (CAHs) provide written notification and an oral explanation to individuals receiving observation services as outpatients for more than 24 hours.

Hospitals should use the Office of Management and Budget-approved standardized *Medicare Outpatient Observation Notice (MOON)*, form *CMS-10611*. **All hospitals and CAHs are still required to provide this statutorily required notification.** The notice and accompanying instructions are available at <https://go.cms.gov/391jZH9>.



The MOON was developed to inform all Medicare beneficiaries, including Healthy Blue members, when they are an outpatient receiving observation services, and are not an inpatient of the hospital or CAH. The notice must include the reasons the individual is an outpatient receiving observation services and the implications of receiving outpatient services, such as required Medicare cost-sharing and post-hospitalization eligibility for Medicare coverage of skilled nursing facility services.

Hospitals and CAHs must deliver the notice no later than 36 hours after observation services are initiated or sooner if the individual is transferred, discharged or admitted.

BLACARE-0103-19

Reimbursement Policy

Policy Update

Early and Periodic Screening, Diagnosis and Treatment (EPSDT)

Effective 05/01/20

Currently, Healthy Blue includes Early and Periodic Screening, Diagnosis and Treatment (EPSDT) component services in the reimbursement of preventive medicine evaluation and management (E&M) visits unless they are appended with Modifier 25 to indicate a significant, separately identifiable E&M service by the same physician on the same date of service.

However, effective May 1, 2020, the following EPSDT component services will be added to the list of services identified as separately reimbursable from the preventive medicine E&M visit:

- Hearing screening with or without the use of an audiometer or other electronic device
- Vision screening



For additional information, please review the EPSDT reimbursement policy at <https://providers.healthybluela.com>.

BLA-NL-0151-19