

# Provider Newsletter

<https://providers.healthybluelo.com>



Medicaid Managed Care  
Dual Advantage

September 2020



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## COVID-19 information from Healthy Blue

Healthy Blue is closely monitoring COVID-19 developments and how the novel coronavirus will impact our customers and provider partners. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention (CDC) and the Louisiana Department of Health (LDH) to help us determine what action is necessary on our part. Healthy Blue will continue to follow LDH guidance policies.

For additional information, reference the *COVID-19 News and Updates* section of our [website](#).

BLAPEC-1682-20/BLACARE-0163-20

## Medicaid

### *What Matters Most* online training course: improving patient experience

The *What Matters Most* online training course for providers and office staff addresses gaps in care and offers approaches to communication with patients. The course is available at no cost and is eligible for one CME credit by the American Academy of Family Physicians. The *What Matters Most* online training course can be accessed at:

[www.patientexptraining.com](http://www.patientexptraining.com).

BLA-NL-0226-20



## Aspire Health for Medicaid members in need of palliative care

Effective September 2020, Healthy Blue will work with Aspire Health\* to provide palliative care services to our members facing advanced illness.

Aspire offers a solution to the fragmented and expensive care that patients so often experience during the last chapter of life. By working with community physicians to enroll and serve these vulnerable patients in their homes, Aspire helps patients to increase their overall comfort, increase their satisfaction with both their PCP and their health plan, and minimize the risk of unnecessary or unwanted hospitalizations.



Aspire offers palliative services through two modalities, dependent upon the county where the patient resides: 1) a nurse practitioner-led home-based program and 2) a palliative social worker-led telephonic program. Both programs include wraparound support from a specialized interdisciplinary team with 24/7 on-call support and the oversight of Aspire's lead physicians.

The typical Aspire patient is often a physician's sickest. Patients identified for Aspire tend to have high utilization costs and may confront multiple illnesses, such as chronic heart failure, chronic obstructive pulmonary disease, advanced cancers, dementia, geriatric frailty, chronic or end-stage renal disease, chronic liver disease, cerebrovascular accidents, and other neurologic illnesses. These patients may see multiple providers or frequently seek uncoordinated care in emergency rooms and hospitals. In addition, they may have limited family support or family caregivers with their own health concerns. The confluence of these factors often results in frequent hospitalizations for uncontrolled symptoms and/or exacerbations of chronic disease. Through patient and caregiver education and expert symptom management, Aspire's intervention is designed to align medical care with each patient's goals and minimize unnecessary emergency department visits and hospitalizations.

More information is available at [www.aspirehealthcare.com](http://www.aspirehealthcare.com) or by calling the 24/7 Patient and Referral Hotline at **1-877-702-6863**.

*\* Aspire Health is an independent company providing palliative care services on behalf of Healthy Blue.*

BLA-NL-0245-20

## Dual Advantage

### Prior authorization update: radiology, cardiology, sleep, musculoskeletal, rehabilitation, genetic testing, medical oncology and radiation oncology services

As communicated in the June 2020 Healthy Blue newsletter, Healthy Blue planned to transition to AIM Specialty Health®\* (AIM) for reviews of radiology, cardiology, sleep, musculoskeletal, rehabilitation, genetic testing, medical oncology and radiation oncology services for our Healthy Blue Dual Advantage (HMO D-SNP) members. However, Healthy Blue has delayed this transition until November 1, 2020.

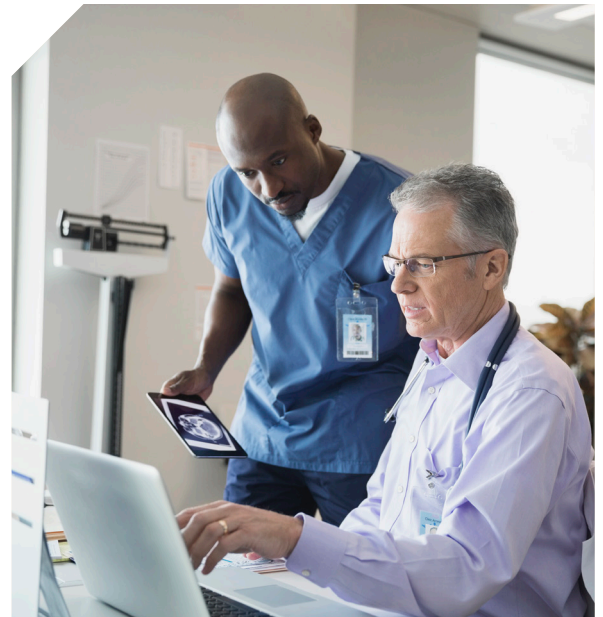
During this time, Healthy Blue and AIM will monitor claims history and utilization trends, in addition to all other rights Healthy Blue has under our contract and the law. Healthy Blue and AIM will also validate provider and member information.

AIM will facilitate training sessions to provide an overview of the program and demonstrate features of the AIM **ProviderPortal**<sub>SM</sub>. Visit the AIM **ProviderPortal** to register for an upcoming session.

We are dedicated to providing an efficient online experience so providers can focus on delivering effective therapy and help members avoid invasive surgical procedures, which can impact quality and cost of care. Please use these resources to prepare your offices for the transition in November 2020. If you have questions or experience any issues, call AIM at **1-800-252-2021** or contact them via email at [rehabprogram@aimspecialtyhealth.com](mailto:rehabprogram@aimspecialtyhealth.com).

\* AIM Specialty Health is an independent company providing some utilization review services on behalf of Healthy Blue.

BLACARE-0246-20



### Medical drug *Clinical Criteria* updates

#### May 2020 update

On May 15, 2020, the Pharmacy and Therapeutics (P&T) Committee approved *Clinical Criteria* applicable to the 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**.

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**.

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