



Provider Newsletter

May 2021

<https://providers.healthybluela.com>

Provider Services: Medicaid — 1-844-521-6942, Medicare — reference the back of your patient's member ID card



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Table of Contents

**COVID-19 information from
Healthy Blue** Page 2

Medicaid:

**Continuing medical education/
continuing education unit
opportunities** Page 2

**Updates to the AIM Specialty
Health Advanced Imaging Clinical
Appropriateness Guidelines** Page 2

**Metabolic monitoring and
diabetes screening measures
for those on antipsychotics
medications** Page 3

Dual Advantage:

**Healthy Blue working with Optum
to collect medical records for
Medicare risk adjustment** Page 4

**Prior authorization removal for
Avastin and biosimilars** Page 4

Helping our members Page 5



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

Continuing medical education/ continuing education unit opportunities

We offer webinars on a variety of topics, including medical coding, claims issues, quality measures, healthcare and more. Each live webinar may offer both continuing medical education (CME)/continuing education unit credit for attendees. On-demand recordings are also available (with CME credit) for your convenience.

Sign up for a session [online](#) today!

BLA-NL-0076-21

Updates to the AIM Specialty Health *Advanced Imaging Clinical Appropriateness Guidelines*

Effective for dates of service on and after September 12, 2021, the following updates will apply to the AIM Specialty Health[®]* (AIM) *Advanced Imaging Clinical Appropriateness Guidelines*. Part of the AIM guideline annual review process, these updates are focused on advancing efforts to drive clinically appropriate, safe and affordable healthcare services.



Read more online.

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

BLA-NL-0302-21

Metabolic monitoring and diabetes screening measures for those on antipsychotics medications

Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)

The Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM) HEDIS® measure evaluates the percentage of children and adolescents 1 to 17 years of age who had two or more antipsychotic prescriptions and had metabolic testing.

Antipsychotic medications can increase a child's risk for developing health concerns, including metabolic health complications. The goal of this measure is for members to have metabolic monitoring by having both a blood glucose test (glucose or HbA1c) and LDL-C testing annually.

Record your efforts:

- Glucose test or HbA1c test and LDL-C cholesterol test as identified by claim/encounter
- Document results in the member's medical record

Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)

The Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD) HEDIS measure evaluates members 18 to 64 years of age with schizophrenia, schizoaffective disorder or bipolar disorder, and who were dispensed an antipsychotic medication and had a diabetic screening test during the measurement year.

Diabetes screening is important for anyone with schizophrenia or bipolar disorder. The added risk associated with antipsychotic medications contributes to the need to screen people with schizophrenia for diabetes annually.

Record your efforts:

- Glucose test or HbA1c test as identified by claim/encounter
- Document results in the member's medical record

Helpful tips:

- Educate patients and their caregivers on the importance of completing blood work annually.
- If your practice uses electronic medical records (EMRs), have flags or reminders set in the system to alert when a patient is due for screenings.
- Draw labs in your office, if available, or refer members to a participating lab for screenings.
- Follow up on laboratory test results and document in your chart.
- Share EMR data with Healthy Blue to capture all coded elements.

Other available resources:

- Clinical Practice Guidelines are available on our [provider website](#).
- For *The Quality Measures Desktop Reference for Medicaid Providers* and *HEDIS Benchmarks and Coding Guidelines for Quality Care*, contact Healthy Blue Provider Services.

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

BLA-NL-0297-21

Healthy Blue working with Optum to collect medical records for Medicare risk adjustment (MRA)

Summary: In 2021, Healthy Blue will work with Optum,* who works with Ciox Health,* to request medical records with dates of service for the target year 2020 through present day for Medicare risk adjustment (MRA).

MRA refers to the process by which CMS adjusts Part C payments made to Medicare Advantage plans to account for expected costs of care based on factors associated with member demographics and health.



The goals of risk adjustment are:

- To collect accurate and complete diagnosis information to ensure proper treatment, care management, and care coordination services.
- To submit accurate and complete diagnosis data to CMS to ensure appropriate payment to both the Medicare Advantage plan and providers — in support of appropriate management of a members' health.

Jaime Marcotte, Medicare Retrospective Risk Program Lead, is managing this project. If you have any questions regarding this program, please contact Jaime at jaime.marcotte@anthem.com or **1-843-666-1970**.

** Optum and Ciox Health are independent companies providing medical record review services on behalf of Healthy Blue.*

BLACARE-0327-21

Helping our members

The past year has been challenging for us all, especially for our senior members. Clinicians have also had to pivot and care for our members in new and creative ways. We thank you for caring for our members and ensuring they get the healthcare they need. As your patients engage you via telehealth or in person, we encourage you to have discussions about how they are coping with the pandemic and the state of their mental health. In addition, with stay at home orders, many are not able to get out to shop, see family and friends or even exercise. This is a great time to encourage them to stay active and maybe even try SilverSneakers®* online.

Below, you will find a few questions to stimulate dialogue and engage your patients during a tele-visit or office visit.

Improving or maintaining physical health:

- Compared to one year ago, how would you rate your physical health in general now?

Improving or maintaining mental health:

- Compared to one year ago, how would you rate your emotional problems (such as feeling anxious, depressed or irritable) in general now?

Monitoring physical activity:

- During the past 12 months, how has your level of exercise or physical activity changed? Have you exercised regularly, or do you take part in physical exercise? Would you be interested in participating in online exercise classes?

Reducing the risk of falling:

- A fall is when your body goes to the ground without being pushed. In the past 12 months, have you had problems with unsteadiness, tripping, falling or difficulty walking?

Improving bladder control:

- Do you have any concerns with not being able to control leaking of urine when you cough or sneeze?



Flu vaccine:

- Did you get your flu shot recently?

General questions:

- Do you have access to food and shelter?
- Do you have any concerns with not being able to get to your appointments or scheduling a specialist visit?
- Are you able to get the medicines that I prescribe?

** Tivity Health, Inc. is an independent company providing the SilverSneakers fitness program on behalf of Healthy Blue.*

BLACRNL-0054-21