



# Provider News | July 2022



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communications via email?  
Submit your information to us using  
the QR code to the left or click [here](#).

## Contact Us

If you have questions or need assistance, visit the *Contact Us* section at the bottom of our provider website for up-to-date contact information and self-service tools or call Provider Services.

### Provider website:

- <https://provider.healthybluelo.com>

### Provider Services:

- Medicaid: **844-521-6942**
- Dual Advantage: **844-895-8160**



## Featured Announcement

Medicaid Managed Care | Dual Advantage

### COVID-19 information

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

## Rebranding Name Change to Elevance Health

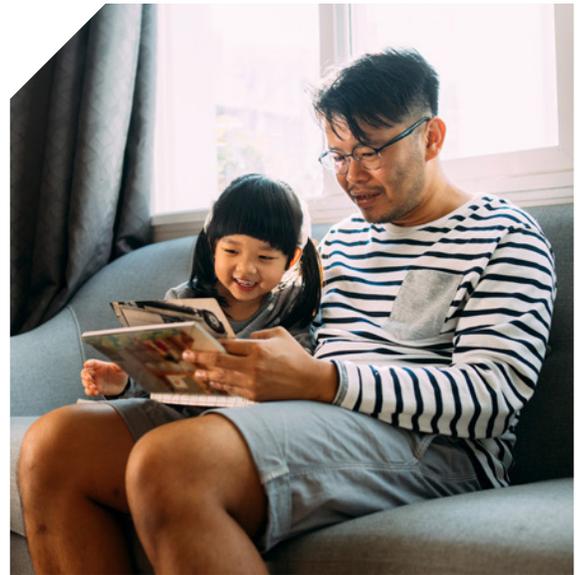
Effective June 28, 2022, Anthem is now Elevance Health, Inc. We chose the name Elevance Health to better reflect our business as we **elevate** the importance of whole health and **advance** health beyond healthcare for consumers, their families, and our shared communities.

### What is the impact of this change?

**We will continue to operate as Healthy Blue.**

You may have received a letter about the name change from our parent company Elevance Health.

**No action is needed by you, and we remain committed to helping you deliver whole-person care for your patients, our customers. Importantly, there is no impact or changes to your contract, reimbursement, or level of support. For your patients, it will not change their plan or coverage or change how they receive their medications. Provider networks will not be changing.**



### Here is what you can expect:

- **A bold new vision for the future of health**

This new vision fuels our transformation from a traditional health benefits organization to a health company that looks beyond the traditional scope of physical health.

- **A more holistic approach to health that improves affordability and outcomes**

Bringing together a broad portfolio of health plans, including pharmacy, behavioral, clinical, and complex care provider partners, we can deliver integrated, holistic health solutions to meet the increasing needs of our customers and care provider partners. This includes two notable changes:

- **Our healthcare service partners will operate under a new brand called Carelon.** This includes Beacon Health Options, AIM Specialty Health®, CareMore, and IngenioRx. You can find us at [Carelon.com](https://www.carelon.com).
- **IngenioRx, our pharmacy benefit management partner,** will become **CarelonRx** on January 1, 2023. This name change will not impact your patient's benefits, coverage, or how their medications are filled.
- **A simpler brand portfolio that makes it easier to do business with us**  
We have streamlined and simplified the complexity of our health plan and service businesses and reduced the number of brands we have in the market, so our partners and customers clearly understand where we serve, who we serve, and what our brands do.

LAHB-CDCR-001876-22-CPN1793

# Administrative

Dual Advantage

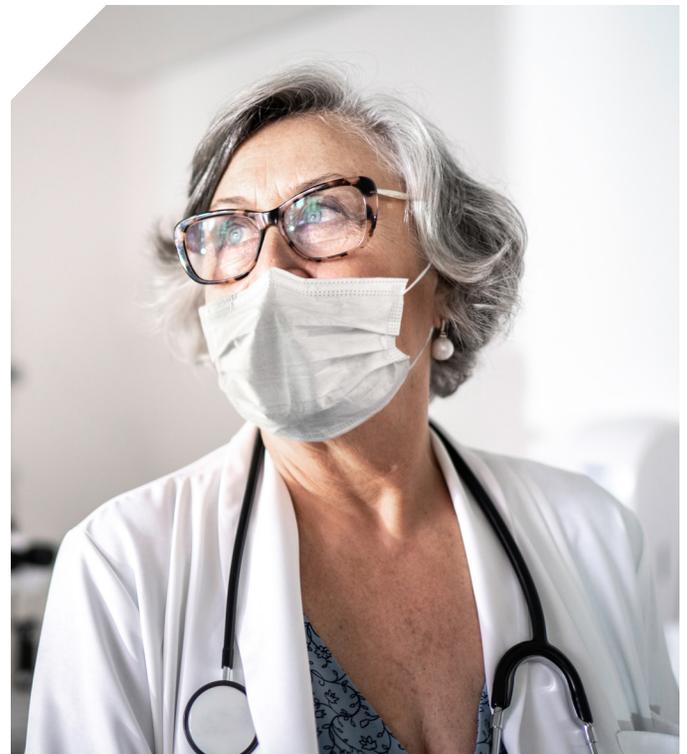
## Update use of Modifier 25 for billing for visits that include preventive services and problem-oriented evaluation and management services

Beginning with claims processed on or after August 1, 2022, Healthy Blue will implement additional steps to review claims for evaluation and management (E/M) services submitted by professional providers when a preventive service (CPT® codes 99381 to 99397) is billed with a problem-oriented E/M service (CPT codes 99202 to 99215) and appended with Modifier 25 (for example, CPT code 99393 billed with CPT code 99213 to 99225).

According to the *American Medical Association (AMA) CPT Guidelines*, E/M services must be “significant and separately identifiable” in order to appropriately append Modifier 25. Based upon review of the submitted claim information, if the problem-oriented E/M service is determined not to be a significant, separately identifiable service from the preventive service, the problem-oriented E/M service will be bundled with the preventive service.

Providers who believe their medical record documentation supports a significant and separately identifiable E/M service should follow the Claims Payment Dispute process (including submission of such with the dispute) as outlined in the provider manual.

BLACRNL-0325-22





Dual Advantage

## Help patients heal from the comfort of home with Hospital in Home care

In an effort to deliver on the Healthy Blue purpose to improve the health of humanity, we now have a program for in-home patient care for acute conditions.

Healthy Blue's Hospital in Home program can advise capable, innovative hospital partners in developing their own hospital in home programs. Once implemented, patients can recover in a more comfortable environment, allowing hospitals to keep beds available for patients with more complex needs.

Inpatient level of care in the home can be a welcome alternative to traditional hospital settings. Patients may find acute care at home to be more convenient and less stressful, and studies have shown acute care at home can be safe and allow for smoother transition to self-care management after the acute illness. Hospital in Home clinical trials demonstrate a **25% decrease in readmissions and a 50% reduction in time spent in bed.**<sup>1</sup>

Healthy Blue's Hospital in Home program has a set of minimum requirements that are designed to promote patient safety. These requirements include aspects of the member's home environment, the clinical scenario, remote monitoring capabilities, and plans for program evaluation.

Please contact your Healthy Blue contracting representative to learn more about Healthy Blue's Hospital in Home program.

<sup>1</sup> Levine, D. M., Ouchi, K., Blanchfield, B., Saenz, A., Burke, K., Paz, M., Diamond, K., Pu, C. T., & Schnipper, J. L. (2020). Hospital-Level Care at Home for Acutely Ill Adults: A Randomized Controlled Trial. *Annals of internal medicine*, 172(2), 77–85. <https://doi.org/10.7326/M19-0600>.

LAHB-CARE-001822-22-CPN1554

# Policy Updates — Prior Authorization



Medicaid Managed Care

## Prior authorization updates for medications billed under the medical benefit

Effective for dates of service on and after July 1, 2022, the following medication codes billed on medical claims from current or new *Clinical Criteria* documents will require prior authorization.

Please note, inclusion of a national drug code on your medical claim is necessary for claim processing of drugs billed with a not otherwise classified (NOC) code.

Visit the [Clinical Criteria website](#) to search for the specific *Clinical Criteria* listed below.

<b>Clinical Criteria</b>	<b>HCPCS or CPT® code(s)</b>	<b>Drug</b>
ING-CC-0116	J9036	Belrapzo
ING-CC-0161	J9227	Sarclisa
ING-CC-0104	J0642	Khapzory

BLAPEC-2927-22

## Prior authorization requirement change for HCPCS code K1022

Summary of change: Effective July 1, 2022, prior authorization (PA) requirements will change for HCPCS code K1022. The medical code below will require PA for Healthy Blue members.

### PA requirements will be added to the following:

- K1022: Addition to lower extremity prosthesis, endoskeletal, knee disarticulation, above knee, hip disarticulation, positional rotation unit, any type

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. Non-compliance with new requirements may result in denied claims.

### To request PA, use one of the following methods:

- Web: Log into [Availity](#),\* then select Patient Registration > Authorizations & Referrals. Then select **Authorization Request** or **Auth/Referral Inquiry**, as appropriate.
- Fax: Inpatient: **888-822-5595**; Outpatient: **888-822-5658**
- Phone: **844-521-6942**

Not all PA requirements are listed here. PA requirements are available to providers by accessing the [Precertification Lookup Tool](#) on the Resources tab or for contracted providers on the Availity Portal. Providers may also call Provider Services at **844-521-6942** for assistance with PA requirements.

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

BLA-NL-0403-22

# Policy Updates — *Medical Policies and Clinical Guidelines*



Medicaid Managed Care

## ***Medical Policies and Clinical Utilization Management Guidelines updates***

The *Medical Policies, Clinical Utilization Management (UM) Guidelines, and Third-Party Criteria* noted were developed and/or revised to support clinical coding edits. Note, several policies and guidelines were revised to provide clarification only and are not included. Existing precertification requirements have not changed.

**June 23, 2022, update**



**Read more online.**

BLA-NL-0429-22

**July 17, 2022, update**



**Read more online.**

LAHB-CAID-000077-22

# Products and Programs — Pharmacy



Dual Advantage

## New specialty pharmacy medical step therapy requirements

Step therapy review will apply upon precertification initiation, in addition to the current medical necessity review (as is current procedure). Step therapy will not apply for members who are actively receiving medications listed below.

*Clinical UM Guidelines* are publicly available on the provider website. Visit the [Clinical Criteria page](#) to search for specific criteria.

Effective September 1, 2022, Vabysmo will be included in our medical step therapy precertification review process for ING-CC-0072.

<b>Clinical UM Guidelines</b>	<b>Preferred drug(s)</b>	<b>Nonpreferred drug(s)</b>
ING-CC-0072	Avastin Eylea	Lucentis Byooviz Macugen Beovu Vabysmo

BLACARE-0530-22

Effective July 1, 2022, the following Part B medications from the current *Clinical Utilization Management (UM) Guidelines* will be included in our medical step therapy precertification review process.

<b>Clinical UM Guidelines</b>	<b>Preferred drug(s)</b>	<b>Nonpreferred drug(s)</b>
ING-CC-0166	Herceptin Kanjinti	Herzuma Ogivri Ontruzant Trazimera

BLACARE-0535-22