



In The Know

OCTOBER 2021

Welcome to the October Edition of *In the Know*.

In every issue, you'll find the latest information to help you better partner with us in caring for our members.

Preauthorization List Reductions and Updates for 2022

Good news! We are continuing to find ways to simplify our providers' administrative burdens. Starting **Jan. 1, 2022**, we are removing 99 codes from the **EmblemHealth Preauthorization List**, and ConnectiCare's Preauthorization Requirements for **Commercial** and **Medicare** plans. Scroll down to Clinical Corner for more details.

CNY Retirees Moving to New Medicare Advantage Plan in 2022

As we told you in previous newsletters, the City of New York recently awarded its group retiree business to Retiree Health Alliance, a collaboration between EmblemHealth and Empire BlueCross BlueShield (BCBS). Effective April 1, 2022, Medicare-eligible City of

New York retirees will transition to Retiree Health Alliance's NYC Medicare Advantage Plus plan.

HealthCare Partners Programs Merged Oct. 1

To help improve the management of our membership and drive positive customer experience, EmblemHealth partnered with HealthCare Partners to merge the HCP Cohort 2 program with Cohort 1 as of Oct. 1, 2021. [See full announcement.](#)

Save Time by Using Our New Provider Portal

Our new provider portal offers busy provider offices and hospital staff time-saving benefits. We encourage you to turn away from the old ways of doing business and save your practice both time and administrative expense by moving your transactions to our new portal.

[Learn more](#) about these time-saving benefits, how to set up your account, manage transactions, and get your job done faster.

Remind Your Patients to Get Their Flu Vaccine

According to the Centers for Disease Control and Prevention([CDC](#)), flu activity usually peaks between December and February. That means now is a key time to remind your patients that although they may have received a flu vaccine last year, the flu virus changes each year and a new vaccine is needed. If the vaccine is the only reason for the office visit, there is no copayment. If your office does not carry the vaccine, direct patients to their local pharmacy. We will be supporting your efforts by contacting our members soon about the importance of getting a flu vaccine. Together we can make sure everyone is protected.

Your Patients Value You

In EmblemHealth's latest survey, **40% of respondents said their doctor is responsible for adding value to their healthcare**, 28% said their health insurance plan is responsible, while 26% placed the onus on themselves. See more findings on [Value Based Care](#). Follow us on [Twitter](#) for more insights and news.

NOVEMBER IS:

American Diabetes Month, Diabetic Eye Disease Month and Prematurity Awareness Month

In recognition of Diabetes Awareness Month, remind your patients of our diabetes management program. City of New York members participating in our nationally-recognized **A1chieve Program** get support from our diabetes care and education specialists in:

- managing their diabetes
- keeping their glucose levels under control
- getting diabetes medication/blood glucose supplies.

This program will also help close diabetes care gaps, help patients keep track of routine HbA1c testing, eye exams, and related blood pressure screenings. [Learn more](#) about program details and eligibility information.

March of Dimes Prematurity Awareness Month

November is Prematurity Awareness Month. Preterm birth rates are continuing to rise in the US. Here are some tips to close gaps and increase visit compliance.

HEDIS Measure: Timeliness of Prenatal Care: The percentage of deliveries in which women had a prenatal care visit in the first trimester, on or before the enrollment start date or within 42 days of enrollment in the organization.

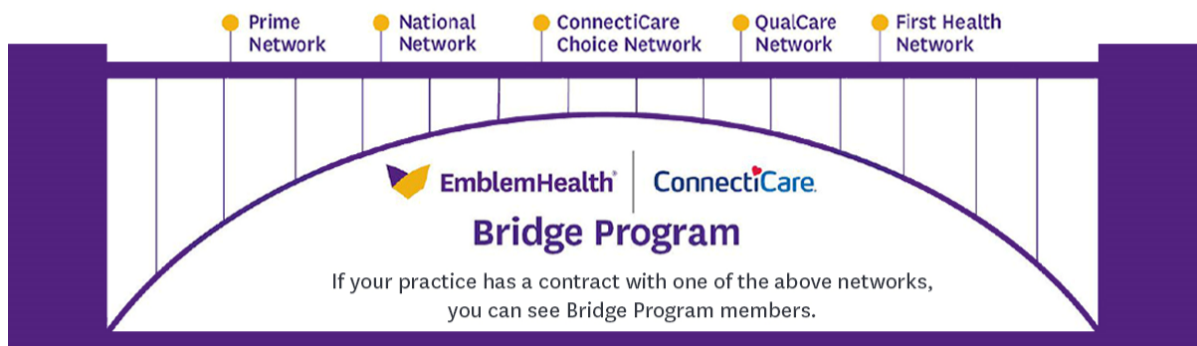
- **Tip to close gaps:** Add on to the initial prenatal screening visit (typically performed by a nurse) with a 15-minute provider introduction visit, order prenatal labs and provide first prescription for prenatal vitamins.
- **Tip to increase visit compliance:** Researchers found that group prenatal care patients had a 37 percent lower risk of having a preterm birth and a 38 percent lower risk of having a low birth weight baby than women receiving traditional one-on-one care. Better attendance at the group visits also resulted in more pronounced benefits.

[Learn more](#) about Prematurity Awareness from the March of Dimes.

COMMERCIAL BUSINESS UPDATE

Bridge Program Membership Continues to Grow

The Bridge Program continues to expand its membership. You can see Bridge members if you participate in any of the networks listed in the infographic below. Be sure your appointment schedulers understand this and don't mistakenly turn away our members. Learn more about the [Bridge Program](#).



GOVERNMENT-SPONSORED PROGRAM UPDATES MEDICARE

EmblemHealth's 2021 Annual Special Needs Plan Model of Care Training

The Centers for Medicare & Medicaid Services (CMS) requires providers to complete training for each dual-eligible special needs plan (D-SNP) they participate in. Our trainings take only 15 minutes to complete, but providers must submit an attestation to receive a certificate of completion. This is a requirement for participating in our network.

- [EmblemHealth's VIP Bold Network and Reserve Network Training](#) Deadline: Oct. 31, 2021
- [EmblemHealth's Network Access Network Training](#) Deadline: Oct. 31, 2021

ConnectiCare Medicare Members – Optum/ProHealth Delegation

As of **Oct. 1, 2021**, we are delegating the medical management of some ConnectiCare Medicare Advantage members to Optum Care. The affected members are now assigned/attributed to a PCP who is part of the Optum Care Network of Connecticut IPA; this includes ProHealth Physicians. Medicare Advantage members enrolled in ConnectiCare Dual Special Needs (D-SNP) plans are excluded from this delegation. For assistance, contact Optum Care Network of CT at **1-888-556-7048**. Requests can be faxed to **1-855-268-2904**.

EMBLEMHEALTH'S MEDICAID, HARP, AND CHILD HEALTH PLUS UPDATES (NEW YORK STATE-SPONSORED PROGRAMS)

Oct. 25-31 is HIV PrEP Aware Week for Medicaid/HARP

Preventing HIV transmission is an important public health goal. One approach in the fight against HIV is the focus of next week's PrEP Aware Week (**Oct. 25-31**). PrEP (Pre-exposure prophylaxis) is the use of antiretroviral medication to prevent acquisition of HIV infection. PrEP is used by people without HIV who are at risk of being exposed to HIV through sexual contact or injection drug use. Learn more about how you, as a provider, can be part of this effort, and to obtain [materials](#) you can use in your practice.

Medicaid Applied Behavior Analysis Benefit Postponed by NYSDOH

The New York State Department of Health (NYSDOH) has postponed the inclusion of the Medicaid Applied Behavioral Analysis Benefit into Managed Care which was scheduled to start **Oct. 1, 2021**. We will share more information as it becomes available from the NYSDOH.

Specialty Referral Requirement Removed for Children in Foster Care

As of **Sept. 1, 2021**, EmblemHealth no longer requires referrals from primary care providers for specialty care for [foster care members](#). Removing specialty care referral requirements will help promote access to services for a population whose needs are continuously changing.

Submit Missing Participating Provider Owner/Manager Disclosure Certifications

Our Enhanced Care Prime Network providers must have a [Participating Provider Owner/Manager Disclosure Certification](#) on file with us. This is a New York State Department of Health requirement for Medicaid-managed care participation. If you have an agreement that is missing this document, please take a few minutes to [fill it out and submit the Certification online](#) to ensure compliance.

NYSDOH Required Cultural Competency Training - Deadline Extended to Dec. 31

Each year, the New York State Department of Health (NYSDOH) requires our Enhanced Care (Medicaid Managed Care) and Enhanced Care Plus (HARP) providers to [certify completion of cultural competency training](#) for all staff who have regular and substantial contact with EmblemHealth members. To satisfy this training requirement, providers' staff must complete the U.S. Department of Health & Human Services e-learning program [The Guide to Providing Effective Communication and Language Assistance Services](#) and submit the certification ([form is on our website](#)). The deadline to submit the certification has been extended to **Dec. 31**.

Statewide Medication Assisted Treatment (MAT) Formulary Implementation

As of Oct. 1, 2021, New York State Medicaid implemented a single, statewide [Medication Assisted Treatment \(MAT\) formulary](#) for opioid dependence agents and opioid antagonists.

Preauthorization Needed for Medicaid Children's Home and Community Based Services

As a reminder, as of **Sept. 6, 2021**, 2021 EmblemHealth will no longer cover the following Medicaid Children's Home and Community Based Services (HCBS) without preauthorization:

- Palliative care
- Vehicle modifications
- Environmental modifications
- Adaptive and assistive technology

For more information on preauthorization requirements for HCBS, refer to **Appendix E** of the [Children's Home and Community Based Services Manual](#).

Reminder: Taxonomy Code Enforcement for Medicaid Claims

To prevent your Medicaid claims from being rejected as "unclean," be sure to include required [Taxonomy Codes](#). Enforcement protocols were fully implemented on **Oct. 1, 2021**.

Sign Up for eMedNY Training Webinars

eMedNY offers several training webinars for providers and their billing staff. Visit the [Provider Training](#) web page to view the list of topics, their descriptions, available session dates, and to register for webinar(s) appropriate for your specific training needs.

Change of Address (and Contact) Notification

Providers must notify Medicaid of any change of address, telephone number, or other pertinent information within **15 days of the change**. For more detail on this requirement and how to submit changes, click to read [Reminder: Keep Your Directory Data Current](#).

Medicaid: New York State Medicaid Update

The Office of Health Insurance Programs of the New York State Department of Health regularly posts a Medicaid Update. [Click here](#) to view their latest announcements.



CLAIMS CORNER

The [Claims Corner](#) section of our EmblemHealth website is a rich source of information that helps your practice navigate EmblemHealth claims and billing processes. To make EmblemHealth's Payment Integrity Policies easy to find, we have added a new web page to Claims Corner. Similar information may be found on our ConnectiCare website under Our Policies and Billing and Claims. Check often to see new postings.

Payment Reimbursement Policies

New Policy for 2022: No Cost/Reduced Cost Drugs, Implants & Devices

Starting **Jan. 1, 2022**, the [***No Cost/Reduced Cost Drugs, Implants & Devices, Implants & Devices Reimbursement Policy***](#) will be applied to both inpatient and outpatient hospital services for both EmblemHealth and ConnectiCare. This policy has coding guidelines for reporting drugs, devices, and/or implants with their associated procedures when obtained by the provider at full cost, no cost, or at a reduced cost.

Definitive Drug Testing (Commercial & Medicaid)

Definitive drug testing, also known as confirmation testing, is used when it is necessary to identify specific medications, illicit substances, and metabolites. Starting **Jan. 1, 2022**, our claims system will be updated to automate the limitations and exclusions section of our policy regarding HCPCS codes G0481-G0483. [See full article on definitive drug testing](#).

Outpatient Imaging Self-Referral Reimbursement Policy

On **Oct. 1, 2021**, the outpatient imaging self-referral reimbursement policy was updated to allow Cardiologists (including cardiovascular specialists, interventional cardiologists, and cardiac electrophysiologists) and Pediatric Cardiologists to render MRA Chest Cardiac Magnetic Resonance Imaging (for 71555, 75557, 75559, 75561, 75563) if the facility is accredited from the American College of Radiology (ACR) with Cardiac Module, Intersocietal Accreditation Commission (IAC) with Cardiovascular MRI, or RadSite with Cardiac Module.

Starting **Aug. 1, 2022**, the provider will be required to have Certification Board of Cardiovascular Magnetic Resonance (CBCMR) certification in order to be paid. We recommend that physicians use the time between now and next August to obtain the required certifications. Starting **Aug. 1, 2022**, claims submitted by an uncertified provider will be denied.

Preventive Services Lists

The [EmblemHealth](#) and [ConnectiCare](#) Preventive Services Lists have been updated to include the 2021/2022 Influenza codes.

Coding Edits for Commercial and Medicare

The [EmblemHealth](#) and [ConnectiCare](#) Coding Edit policies have been updated to include new edits starting **Jan. 1, 2022**.

CMS Code Updates to Ambulatory Surgical Groupers Policy

As of **Oct. 1, 2021**, the ConnectiCare [Ambulatory Surgical Groupers](#) policy has been updated to account for CMS' new codes.



CLINICAL CORNER

Preauthorization List Reductions and Updates for 2022

Good news! Starting **Jan. 1, 2022**, we are **removing 99 codes** from the [EmblemHealth Preauthorization List](#), and ConnectiCare's Preauthorization Requirements for [Commercial](#) and [Medicare](#) plans. This is part of an

ongoing evaluation of our preauthorization lists and an effort to simplify the administrative burden for our providers.

Starting **Feb. 1, 2022**, five new CPT codes will require preauthorization. These new codes supplement the ones that already require preauthorization for Neurostimulators (63664), Potentially Unproven Services (Q2043), and Cosmetic & Reconstructive Surgery (54416, 54401, 54405). See the full list of CPT Codes and their descriptions on our websites:

[EmblemHealth](#)

[ConnectiCare](#)

Reminder: Home Infusion Utilization Management

As of **Oct. 1, 2021**, Care Continuum (CCUM), an Express Scripts company, began performing [home infusion utilization management services](#) for all EmblemHealth and ConnectiCare members. This includes preauthorization of drugs, supplies, and nursing visits.

Clinical Practice Guidelines

We encourage you to consult our [Clinical Practice Guidelines \(CPGs\)](#) for assistance in the treatment of acute, chronic (e.g. HIV), and behavioral health issues. We've adopted these guidelines from professionally-recognized sources and through consultation between board-certified specialists and our Medical Policy Committee. The guidelines are reviewed and updated regularly. CPGs are not intended as a substitute for your professional assessment, but rather to assist you in the management of certain types of preventive and clinical care.

[EmblemHealth Guidelines](#)

[ConnectiCare's Guidelines](#)

Medical Policy Updates

All [EmblemHealth](#) and [ConnectiCare Medical Policies](#) are available for download from our provider websites. The following are the recently revised policies for [EmblemHealth](#) and [ConnectiCare](#):

Revised

- Analysis of KRAS Status (*EmblemHealth only*)
- Carrier Screening for Parents or Prospective Parents (*EmblemHealth only*)
- Rhinoplasty (*EmblemHealth & ConnectiCare*)
- Visual Electrophysiology Testing (*EmblemHealth & ConnectiCare*)
- Experimental, Investigational, and Unproven (*ConnectiCare only*)

Retired

- Lung Volume Reduction Surgery (*EmblemHealth only*)
 - Visual Evoked Potential Testing for Pediatric Populations in the Primary Care Setting — Commercial/Medicaid (*EmblemHealth & ConnectiCare*)
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LEARN ONLINE

See the enhanced [Learning Online](#) section of EmblemHealth's provider website to access the free Pulse8 webinars for patient management and ICD-10 coding. You can also attest to completion of required trainings for Medicaid and Medicare providers such as Medicaid Cultural Competency and Special Needs Model of Care.

We recommend that you take advantage of the training opportunities offered by [CMS's Medicare Learning Network](#) and [eMedNY](#).



IN EVERY ISSUE

Keep your email address current so we can get information to you quickly.

Keep Your Directory and Other Information Current

If a provider in your practice is leaving, [please inform us](#) as soon as possible. To report other changes, you can also sign in to your Provider/Practice Profile on our [website](#).

If you participate with us under a delegated

credentialing agreement, ask your administrator submit these changes.

Remember to review your CAQH application every 120 days and ensure you have authorized EmblemHealth as an eligible plan to access your CAQH information.

EmblemHealth Neighborhood Care

[EmblemHealth Neighborhood Care](#) offers our plan members and other community members a place to get the personalized, one-on-one support of experts in clinical, benefits, and health management solutions in support of a holistic approach to health and wellness. [Neighborhood Care](#) does not provide medical services; their role is to help practitioners manage patient care by supporting the primary practitioner-patient relationship. See [virtual classes](#) currently being offered as well as [on-demand classes](#) for meditation, chair yoga, and diabetes self-care. All classes are offered for free to you and all of your patients.

In Case You Missed It – *In the Know* Archives Available

If you missed an edition of *In the Know*, or have trouble opening a link in this one, please see all our newsletters on our [website](#).

Recent Provider News & Updates

Check out recent provider news for [EmblemHealth](#) and for [ConnectiCare](#).

- [Cancer Drug Preauthorization List Expanded in August](#)
- [Medicaid Expands Coverage for Colorectal Cancer Screening](#)
- [Medicaid Expands Coverage of Fluoride Varnish Application for Dental Providers](#)
- [Enhanced Clinical Editing Processes - Post-Payment Reviews Have Begun](#)



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