

# HealthPro News

A monthly publication for participating HMSA health care providers, facilities, and their staff.

September 2018

## ADMINISTRATION & NEWS



### Telephone Survey on Behavioral Health Appointment Availability

We want to ensure that our members can see behavioral health providers when they need to.

We've contracted with SPH Analytics to conduct a behavioral health provider survey this month. If SPH Analytics calls your office, please participate in the short telephone survey. Your ability to confirm that our members have good access to behavioral health care will help us to further improve access.

Good access to behavioral health providers is generally defined as a patient receiving care for:

- Non-life-threatening emergencies within six hours.
- Urgent care appointments within 48 hours.
- Initial routine care appointments within 10 business days.
- Follow-up routine care appointments within 10 business days.
- Follow-up within seven calendar days after a hospital discharge.

We'll report the overall results of this survey in a future issue of *HealthPro News*. HMSA is fortunate to have an excellent provider network and we anticipate great survey results. Thank you in advance for participating in this important survey.



### Medical Record Requests from Inovalon

In the next month or so, a company called Inovalon may call your office to request medical records on behalf of a Mainland-based member organization of the Blue Cross Blue Shield Association (BCBSA). The BCBSA contracts Inovalon to coordinate the transfer of medical records between BCBS insurers. The most likely reason for the request is the annual Risk Adjustment Data Validation audit of the Affordable Care Act (ACA; commercial) population.

If Inovalon contacts you, please comply with their request in a timely manner. The medical records will be used to substantiate data submitted to the U.S. Department of Health and Human Services for the ACA risk adjustment program.

Your support of risk adjustment helps insurers maintain the financial resources needed for medical claim reimbursement.

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## Open Enrollment

The QUEST Integration open enrollment is October 1–31. Please let your patients know about this annual plan change period and encourage them to choose HMSA.

HMSA has resources to help your patients learn more about the upcoming open enrollment. To get these resources, call 948-6486 on Oahu or 1 (800) 440-0640 toll-free on the Neighbor Islands.

## CONTRACT NOTIFICATION



### Significant Changes for Medical Policies Requiring 90-day Notice

The following policies have undergone significant changes and go into effect December 1, 2018:

- Endovascular Procedures for Intracranial Arterial Disease (Atherosclerosis and Aneurysms).
- Intensity Modulated Radiation Therapy (IMRT).
- Transcatheter Closure of Patent Foramen Ovale for Stroke Prevention.
- Zevalin (Ibritumomab Tiuxetan).

To best understand the changes in context, please see the Provider Resource Center.



### New Medical Policies

The following policy goes into effect December 1, 2018:

- Circulating Tumor DNA and Circulating Tumor Cells for Cancer Management (Liquid Biopsy).

Please refer to the current medical policies online for more information, including precertification requirements, at [hmsa.com/prc0006](https://hmsa.com/prc0006).



### New Medical Specialty Drug Policies

The following policies go into effect December 1, 2018:

- Aliqopa.
- Mylotarg.

We encourage you to read the criteria before the effective date.

Please refer to the current medical policies for more information, including precertification requirements, at [info.caremark.com/hmsapolicies](https://info.caremark.com/hmsapolicies).



## Annual Review of Medical Specialty Drug Policies

The following policy has undergone review and is effective September 16, 2018:

- Perjeta.

The following policies have undergone review and go into effect December 1, 2018:

- Avastin.
- Kyprolis.
- Prolia.
- Rituxan.
- Soliris.

Updated medical specialty drug policies are posted online for your review. Please visit [info.caremark.com/hmsapolicies](http://info.caremark.com/hmsapolicies) for updates to the policies that may affect your practice.

## CODING & CLAIMS



### Fee Schedule Reminder

Fee schedules for HMSA's maximum allowable charges (MACs) are available online on the Hawaii Healthcare Information Network (HHIN). HHIN is a reliable resource and should always be accessed first when verifying any fee information.

If you can't find a fee for a code, submit a request to HMSA using the Fee Schedule Request process. The request guidelines can be found on the HMSA Provider Resource Center at [hmsa.com/portal/provider/zav\\_pel\\_aa.FEE.400.htm](http://hmsa.com/portal/provider/zav_pel_aa.FEE.400.htm).

If you're an HMSA participating provider and don't have access to HHIN, please register by calling the HMSA Electronic Transaction Services Outreach Unit at 948-6255 on Oahu or 1 (800) 603-4672, ext. 6255, toll-free on the Neighbor Islands. Or go online to [hhin.hmsa.com/HHIN/Login/ProviderContactForm.aspx](http://hhin.hmsa.com/HHIN/Login/ProviderContactForm.aspx).



### 2019 ICD-10 Changes

The 2019 ICD-10 code changes have been loaded in our data sets and will become effective October 1, 2018.

Providers and billers should review workflows to incorporate these changes to minimize unnecessary claim denials:

Code Type	New	Canceled	Revised
ICD-10-CM	279	51	142
ICD-10-PCS	392	216	8

Please take particular note of canceled ICD-10 codes that have been replaced with higher level specificity codes.



### HMSA Secondary to Medicare Claim Submission Reminder

When submitting claims for members where Medicare is the primary payer and automatic crossover didn't occur, claims must be submitted with the same services and charges that were originally submitted to Medicare. Please don't submit a separate tax line (code S9999) on the claim since it's not billable to Medicare and may result in denial and/or incorrect coordination of benefits.

Refer to the Provider Resource Center for detailed billing instructions:  
[hmsa.com/portal/provider/zav\\_pel.aa.COO.350.htm](https://hmsa.com/portal/provider/zav_pel.aa.COO.350.htm).



### Infliximab Change

Beginning January 1, 2019, Blue Cross and Blue Shield Federal Employee Program (FEP) benefit procedures will change for the autoimmune infusion drug infliximab (brand names Remicade, Inflectra, and Renflexis).

Members currently receiving the drug may be covered under either pharmacy or medical benefits. However, members who receive a first infusion on or after January 1, 2019, can only receive the drug under medical benefits. Members who receive it under pharmacy benefits before January 1, 2019, will continue receiving it under pharmacy benefits.

If a member changes from one health insurer to another (that is, switches from FEP to another carrier or from another carrier to FEP), the member will receive the drug under medical benefits regardless of how it was previously received.

## PHARMACY



### Prescription Scam Warning

HMSA's Special Investigation Unit is aware of a scam involving fraudulent prescriptions faxed to physicians. We've learned that telemarketing companies have contacted members and obtained their primary care provider's (PCP's) contact information. The companies fax prescriptions to the physician's office to obtain authorization. These prescriptions included ointments, over-the-counter medications, and diabetic supplies.

HMSA urges you to pay attention to prescriptions faxed from pharmacies or suppliers that say the patient has requested medication or supplies of any kind. Carefully review prescriptions that your office didn't initiate. If you're not sure that the patient requested the medication, don't approve the request.

If you believe your office has received questionable prescriptions, call HMSA's Special Investigation Unit hotline at 948-5166 on Oahu or 1 (888) 398-6445 toll-free on the Neighbor Islands. Or email [Fraud&Abuse@hmsa.com](mailto:Fraud&Abuse@hmsa.com).

## PROGRAMS



### Service Coordination

Service Coordination is available to your HMSA QUEST Integration patients who have special health care needs or receive long-term services and support. It's a process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet your patient's health care needs using communication and resources to promote quality outcomes. Service coordination occurs across a continuum of care, addressing the ongoing individual needs of a patient rather than being restricted to a single practice setting.

Service coordinators are licensed nurses and social workers who monitor and ensure that appropriate and timely care is provided to the patient. Among their many responsibilities, service coordinators:

- Conduct health and functional assessments.
- Develop a service plan based on assessment.
- Monitor Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) program progress, if applicable.
- Coordinate services with other providers and community programs.

Both children and adults with special health care needs may be eligible for Service Coordination. Consider it for children with autism and patients who:

- Have chronic conditions such as asthma, diabetes, hypertension, cancer, or chronic obstructive pulmonary disease.
- Use the emergency room significantly more than average.
- Are being discharged from an acute care setting.
- Have been readmitted to a hospital within the last 30 days.

If you have a QUEST Integration patient you think may benefit from Service Coordination, please complete and submit the HMSA QUEST Integration Service Coordination Referral Form, which can be found at [hmsa.com/portal/provider/HMSA\\_QUEST\\_Integration\\_Service\\_Coordination\\_Referral\\_Form.pdf](https://hmsa.com/portal/provider/HMSA_QUEST_Integration_Service_Coordination_Referral_Form.pdf).

If you have questions, please call 948-6997 on Oahu or 1 (844) 223-9856 toll-free on the Neighbor Islands.

## POLICY NEWS



### Cervical Spine Surgery

In keeping with our commitment to promote continuous quality improvement of services to members, HMSA has entered into an agreement with Magellan Health (Magellan Hawaii) to add cervical spinal surgery to the current spine surgery prior authorization program managed by Magellan. This decision is consistent with industry-wide efforts to ensure clinically appropriate quality of care and to manage the increasing use of these services.

Under terms of the agreement between HMSA and Magellan Hawaii, HMSA will continue to oversee the program and be responsible for claims adjudication, medical policies, and the provider network. Magellan Hawaii will continue to manage inpatient and outpatient lumbar spine surgery requests through your existing contractual relationships with HMSA.

Starting November 1, 2018, the following will be added to procedures that require prior authorization:

- Anterior Cervical Decompression with Fusion—Single and Multiple Levels.
- Cervical Anterior Decompression (without fusion).
- Cervical Artificial Disc—Single and Two Levels. (Note: 0375T is not a covered service.)
- Cervical Posterior Decompression (without fusion).
- Cervical Posterior Decompression with Fusion—Single and Multiple Levels.

To obtain prior authorization, the ordering surgeon will contact Magellan online at RadMD.com or by telephone at 1 (866) 306-9729 toll-free and submit medical records that follow evidence-based guidelines. The *2018 Cervical Spine Clinical Guidelines* are available via RadMD and the HMSA Provider Resource Center.

A representative of Magellan Hawaii will reach out to the affected providers' office staff to reinforce the process, answer questions, and walk them through RadMD as needed.



## Annual Review of Medical Policies

The following policies have been reviewed and updated in the Provider E-Library at [hmsa.com/prc0006](https://hmsa.com/prc0006); printed copies are available on request.

Effective June 22, 2018:

- Home Enteral Nutrition Therapy Review of literature and references.
- Home Total Parenteral Nutrition for Adults Review of literature and references.
- Intravenous (IV) Anti-Infective Therapy New Title: Intravenous (IV) Anti-Microbial Therapy.
- Transcatheter Pulmonary Valve Implantation.
- Treatment of Hyperhidrosis.

Effective July 27, 2018:

- Ambulatory Event Monitors and Mobile Cardiac Outpatient Telemetry.
- Autologous Chondrocyte Implantation for Focal Articular Cartilage Lesions (ACI).
- Carotid Artery Stenting.
- Computer-Assisted Musculoskeletal Surgical Navigational Orthopedic Procedure.
- Computerized Corneal Topography.
- Cytochrome p450 Genotyping.
- Endoscopic Radiofrequency Ablation or Cryoablation for Barrett Esophagus.
- Extracorporeal Membrane Oxygenation (ECMO).
- Hematopoietic Cell Transplantation for Chronic Myeloid Leukemia.
- Hematopoietic Stem-Cell Transplantation for Autoimmune Diseases.
- Medical Foods for Inborn Errors of Metabolism.
- Percutaneous Left Atrial Appendage Closure Devices for Stroke Prevention in Atrial Fibrillation.
- Pulmonary Rehabilitation.
- Surgical Treatment of Femoracetabular Impingement.
- Transcatheter Aortic-Valve Implantation for Aortic Stenosis.

**More policy changes are listed in the Contract Notification section of this newsletter.**

## CALENDAR



### Health Education Workshops

The following workshops are available to HMSA members at no cost. These informative sessions can help your patients improve their health and well-being. Non-HMSA members may attend if space is available.

For more information, refer your patients to [hmsa.com/well-being/workshops](http://hmsa.com/well-being/workshops) or have them call 1 (855) 329-5461, option 1, toll-free to register at least three days before the workshop.

#### HAWAII ISLAND

##### Meatless Alternatives

Find out delicious and easy ways to eat less meat.

- 9/28, 10–11 a.m.  
HMSA Center @ Hilo

##### Sweet Dreams: The Benefits of Sleep

Find out how much sleep you need and learn how to sleep restfully.

- 9/15, 10–11 a.m.  
HMSA Center @ Hilo

#### OAHU

##### Diabetes 101

Learn how to prevent and treat diabetes.

- 9/21, 10–11 a.m.  
HMSA Center @ Honolulu

##### Meatless Alternatives

Find out delicious and easy ways to eat less meat.

- 9/13, 10–11 a.m.  
HMSA Center @ Pearl City
- 9/22, 10–11 a.m.  
HMSA Center @ Pearl City

##### Sweet Dreams: The Benefits of Sleep

Find out how much sleep you need and learn how to sleep restfully.

- 9/8, 10–11 a.m.  
HMSA Center @ Pearl City
- 9/11, 9:30–10:30 a.m.  
HMSA Center @ Honolulu
- 9/18, 1:30–2:30 p.m.  
Mililani YMCA
- 9/25, 10–11 a.m.  
HMSA Center @ Pearl City



## Community Activities

**Adult Fitness at Queen's:** Learn body shaping, tai chi, kickboxing, chair yoga, and more. Times and instructors vary. The Queen's Medical Center, Women's Health Center Classroom. Six classes for \$66. Call 691-7117 for details and to register.

**Alzheimer's Association Support Groups:** Information and support for people caring for a loved one with Alzheimer's disease or a related dementia. Groups meet on Hawaii Island, Kauai, Maui, and Oahu. Information on referrals, supportive counseling, and educational programs, including professional training, are also available. For locations and meeting times, call 1 (800) 272-3900 toll-free or visit [alz.org/hawaii](http://alz.org/hawaii).

**Big Island Ostomy Group:** September 15, 11:30 a.m. Hilo Medical Center. Open to ostomates, pre-ostomy patients, caregivers, medical professionals, and the public. 339-7640.

**Car Seat Checks:** Kapiolani Medical Center. Get your baby or child's car seat checked by a trained child passenger safety technician. Call to schedule an appointment. 527-2588.

**COPD Education Day:** September 14, 10 a.m.–2 p.m. Queen's Conference Center. Come and learn about lung health and how to thrive with COPD. RSVP at [hawaiicopd.org](http://hawaiicopd.org).

**Farmers Market at HMSA:** Every Friday, 11 a.m.–2 p.m. HMSA Center @ Honolulu. Fresh island-grown produce and ready-to-eat local food. For information on vendors, call HMSA at 948-6521.

**Hawaii Prostate Cancer Support Group:** This free support group provides men and their families on Hawaii Island and Oahu with information, materials, and support to help them make informed decisions about prostate cancer treatment. For locations and meeting times, go to [hawaii prostatecancer.org](http://hawaii prostatecancer.org) or call 486-9675.

**Hawaii Seniors' Fair, The Good Life Expo:** September 21–23, 8:30 a.m.–4:30 p.m. Blaisdell Exhibition Hall. Visit 300 booths showcasing health, finance, and more, plus entertainment, food, and giveaways. [productionhawaii.com/hawaii-seniors-fair](http://productionhawaii.com/hawaii-seniors-fair).

**Health & Education at Queen's:** The Queen's Medical Center, Women's Health Center Classroom.

**Mammogram and Cervical Cancer Screening:** Every other Friday, 8 a.m.–noon. Free for women ages 50–64, uninsured or underinsured, or low income. 691-7726.

**Kardiac Kids Support Group:** September 14, 6:30–9 p.m. Kapiolani Medical Center. Resources and support for families with children who have congenital heart defects. Jullie Passos, 227-4558.

**Mommy & Me Hui:** September 2 and 21, 11:15 a.m.–12:30 p.m. Adventist Health Castle. Learn about breastfeeding and connect with new mothers. 263-5400.

**Oral Cancer Screening:** September 9, 8 a.m.–noon. UH Campus Center, Honolulu. Free oral screenings available to the general public. 691-1000.

**Relay for Life of the Kamehameha Ohana:** September 29, 4–10 p.m. Kamehameha Schools Kapalama Campus, Honolulu. Raise awareness, honor loved ones, and celebrate survivors of cancer with the American Cancer Society. Support your favorite team or start your own. [relayforlife.org](http://relayforlife.org).

**Relay for Life of West Maui:** September 8, 5 p.m.–midnight. Maui Paintball (Speedball Field), Olowalu. Raise awareness, honor loved ones, and celebrate survivors of cancer with the American Cancer Society. Support your favorite team or start your own. [relayforlife.org](http://relayforlife.org).

**RESOLVE Infertility Support Group:** September 16, 6:30–8 p.m. Kapiolani Medical Center. Resources and support for people facing infertility. [resolvehawaii@outlook.com](mailto:resolvehawaii@outlook.com).

**Support Group for Cancer Patients:** September 27, 2–4 p.m. North Hawaii Community Hospital. A support group for cancer patients and their families and caregivers. 881-4417.

**Understanding Alzheimer's and Other Dementias:** September 4, 5:30–6:30 p.m. Kailua-Kona Public Library.

This new interactive program explains the basics of Alzheimer's and dementia, identifies FDA-approved treatments, and more. 1 (800) 272-3900 or [alz.org/hawaii](http://alz.org/hawaii).

**Walk Around the Block with a Doc:** September 15, 7 a.m., Wilcox Medical Center, Lihue. Walk around the campus with a doctor and other walkers, then enjoy a healthy breakfast and talk about a health topic. Free. Registration required. 245-1198.

**Walk with a Doc Oahu:** Every Saturday, 8 a.m. Patsy T. Mink Central Oahu Regional Park. Walk includes a brief warm-up/stretch and a health tip from a community doctor. New participants are asked to arrive by 7:45 a.m. [walkwithadoc.org](http://walkwithadoc.org).

**Walk with a Doc on Hawaii Island:** Every Sunday, 8 a.m. Liliuokalani Gardens, Hilo. Walk includes a brief warm-up/stretch and an informative talk from a community physician or medical student. Meets rain or shine. [wwadbisland.org](http://wwadbisland.org).