

HealthPro News

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

October 2018

ADMINISTRATION & NEWS



Open Enrollment

The QUEST Integration open enrollment is happening this month. 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 open enrollment. To get these resources, call 948-6486 on Oahu or 1 (800) 440-0640 toll-free on the Neighbor Islands.



Telephone Survey to Assess Appointment Availability

SPH Analytics will call you soon to ask about the availability of the following types of appointments for HMSA QUEST Integration members:

- **Urgent care visits** (high fever, ear pain, or infections): within 24 hours.
- **PCP pediatric sick visits**: within 24 hours.
- **PCP adult sick visits**: within 72 hours.
- **Behavioral health visits** (routine visits for adults and children): within 21 days.
- **PCP visits** (routine visits for adults and children): within 21 days.
- **Specialist visits**: within four weeks.
- **Non-emergency hospital stays**: within four weeks.

Our goal is 90 percent or better for appointment availability that meets the standards.

Thank you in advance for taking the time from your busy schedule to respond to this telephone survey. The information you provide to SPH Analytics helps us maintain our successful relationship with the state of Hawaii for our QUEST Integration plan.

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Here are the results from the previous survey:

HMSA QUEST Integration Appointment Availability Report Second quarter 2018

Provider type/class	Wait standard	% of requests that meet waiting time standard	Average wait (days) for those over standard
Urgent care	24 hours	91.6%	5 days
PCP pediatric sick visits	24 hours	97.5%	5 days
PCP adult sick visits	72 hours	92.8%	16 days
Behavioral health (routine visits for adults and children)	21 days	95%	35 days
PCP visits (routine visits for adults and children)	21 days	98.3%	94 days
Specialist	4 weeks	95.5%	94 days
Non-emergent hospital stays	4 weeks	100%	N/A



Telephone Survey on Specialist Appointment Availability

We'd like to ensure that our members have good access to specialist care. We've contracted with SPH Analytics to conduct a specialist-specific 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 specialty care services is greatly appreciated.

We've identified two categories of specialists, high-volume and high-impact, with access generally defined as a patient receiving care for:

- High-volume specialty care: Defined as care from a type of specialist who treats a significant portion of members as identified by a claims analysis, such as the practice areas of dermatology, obstetrics/gynecology, or ophthalmology, with appointment availability within four weeks.
- High-impact specialty care: Defined as care from a type of specialist who treats specific conditions that have serious consequences for the member and require significant resources, such as the practice areas of cardiology, nephrology, or oncology/hematology, with appointment availability for a non-urgent care appointment within two weeks.

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 taking the time to participate in this important survey.



Importance of Accurate Provider Network Data

Accurate information about your practice is critical to our members who rely on our directories. They need up-to-date information to make it easier to contact providers in our network. Also, the Centers for Medicare & Medicaid Services (CMS) requires us to have current information.

Starting this month, providers will be able to submit changes to their demographic data and location information online. We'll send providers a notice (via email or mail) that lists each individual and/or group practice location with a hyperlink. The link will take providers to a portal here they can update their information that's now on the HMSA online directory (Find a Doctor). However, provider locations associated with medical groups currently can't be edited. We're working on adding online group updates in the future. For now, providers should reach out to their group administrators to make any updates.

Group administrators will continue to receive the previous notices by email or mail. If group administrators need to update their providers' information, they can fill out the applicable form from the list below and submit it to us:

- You're changing your PCP status or your status about accepting new patients:
hmsa.com/portal/provider/HMSA_Change_in_Provider_Panel_Form.pdf.
- You no longer practice at one of your locations:
hmsa.com/portal/provider/HMSA_Provider_Address_Change_Form.pdf.
- You closed one of your locations:
hmsa.com/portal/provider/HMSA_Provider_Closed_Location_Form.pdf.
- You added a location:
hmsa.com/portal/provider/HMSA_Provider_Additional_Location_Form.pdf.

Instructions for submitting the form are on the last page of each form.

If you have any questions, call us at 948-6820 on Oahu or 1 (877) 304-4672 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 January 1, 2019:

- Anesthesia Services for Gastrointestinal Endoscopic Procedures.
- Artificial Intervertebral Disc: Cervical Spine.
- Brachytherapy, Noncoronary.
- Orthodontic Treatment of Orofacial Anomalies.
- Oxygen and Oxygen Equipment.
- Preventive Health Guidelines—Men.
- Preventive Health Guidelines—Newborns and Children.
- Preventive Health Guidelines—Prenatal Care.
- Preventive Health Guidelines—Women.
- Supportive Care.

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



Opioid Antitussive Quantity Limits

Effective January 1, 2019, HMSA will place quantity limits on opioid antitussive products to ensure member safety and appropriate use. Quantity limits are based on product labeling, FDA guidelines, standards of medical practice, evidence-based drug information, and published guidelines. These quantity limits will apply to HMSA commercial formularies (Select, Choice, Essential, Metallic, and Optimal) and QUEST Integration.

All opioid antitussives will be limited to patients 18 years of age or older.

Medication	Strength	Quantity Limit
chlorpheniramine w/ codeine liquid (Codar Ar)	2-8 mg/5 ml	60 ml/day
chlorpheniramine w/ codeine liquid (Z-Tuss Ac)	2-9 mg/5 ml	60 ml/day
codeine polist-chlorphen polist er susp (Tuzistra Xr)	14.7-2.8 mg/5 ml	20 ml/day
codeine-pyrimamine syrup (Pro-Clear Ac)	9-8.33 mg/5 ml	60 ml/day
hydrocod polst-chlorphen polst cap er (Tussicaps)	12 hr 5-4 mg	2 capsules/day
hydrocod polst-chlorphen polst cap er (Tussicaps)	12 hr 10-8 mg	2 capsules/day
hydrocod polst-chlorphen polst er susp	10-8 mg/5 ml	10 ml/day
hydrocodone bitartrate/guaifenesin tab	5-400 mg	6 tablets/day
hydrocodone w/ homatropine syrup	5-1.5 mg/5 ml	30 ml/day
hydrocodone w/ homatropine tab	5-1.5 mg	6 tablets/day
phenylephrine-bromphen w/ codeine liquid (M-End Pe)	3.33-1.33-6.33 mg/5 ml	90 ml/day
phenylephrine-chlorphen w/ codeine syrup (Capcof)	5-2-10 mg/5 ml	60 ml/day
promethazine w/ codeine syrup	6.25-10 mg/5 ml	30 ml/day
promethazine-phenylephrine-codeine syrup	6.25-5-10 mg/5 ml	30 ml/day
pseudoeph-chlorphen w/ hydrocodone soln	60-4-5 mg/5 ml	30 ml/day
pseudoephedrine-bromphen-codeine liquid (Mar-Cof Bp)	30-2-7.5 mg/5 ml	60 ml/day
pseudoephedrine-bromphen-codeine liquid (Rydex)	10-1.33-6.33 mg/5 ml	90 ml/day

This is a list of quantity limits for reference regarding opioid antitussive medications. It doesn't imply it's a formulary agent. Refer to the applicable formulary document for formulary status.



Essential Prescription Formulary Changes

The Pharmacy and Therapeutics Committee made the following formulary changes effective January 1, 2019. The Essential Prescription Formulary is available in the HMSA Provider Resource Center at hmsa.com/portal/provider/HMSA_Essential_Prescription_Formulary.pdf.

Generic Name	Brand Name	Drug Class	Current Tier	New Tier	Utilization Management Description/Notes
atazanavir	Reyataz	Antiretroviral	2	NF	Alternative: generic atazanavir
carvedilol controlled release	Coreg CR	Beta Blocker	2	NF	Alternative: generic carvedilol controlled release
estradiol vaginal cream	Estrace	Estrogen	2	NF	Alternative: generic estradiol vaginal cream
latanoprostene bunod	Vyzulta	Ophthalmic-Prostaglandins	NF	3	Effective 10/1/18
lanthanum carbonate	Fosrenol	Phosphate Binder Agent	3	NF	Alternative: generic lanthanum carbonate
lofexidine	Lucemyra	Alpha-2 adrenergic agonist	NF	3 QL	Quantity limit: 14 day supply per 3 months (max 16 tabs per day).
netarsudil	Rhopressa	Ophthalmic – Rho Kinase Inhibitor	NF	3	Effective 10/1/18
All generic opioid antitussives (e.g., promethazine/codeine; hydrocodone/chlorphen; promethazine/phenylephrine/codeine; hydrocodone/homatropine; phenylephrine/chlorphen/cod;pseudoephedrine/chlorphen/hydrocodone; etc.)		Opioid antitussive	1	1 QL, AL	Age limit: 18 years or older Quantity limit: see opioid antitussive chart
ALL brand opioid antitussives (e.g., Capcof, Pro-Clear, Tussicaps, etc)		Opioid antitussive	3	NF QL, AL	Age limit: 18 years or older Quantity limit: see opioid antitussive chart
memantine ext rel	Namenda XR	NMDA Receptor Antagonist	2	NF	Alternative: generic memantine ext rel
tenofovir disoproxil fumarate	Viread	Antiretroviral	2	NF	Alternative: generic tenofovir

Specialty

Generic Name	Brand Name	Drug Class	Current Tier	New Tier	Utilization Management Description/Notes
abiraterone acetate	Yonsa	Oral Chemo	Oral Chemo, PA	Oral Chemo, PA	Prior authorization
			NF	5 PA	Fed87 only Prior authorization
baricitinib	Olumiant	Antirheumatic	NF	5 PA	Prior authorization
fostamatinib disodium hexahydrate	Tavalisse	Blood modifier agent	NF	5 PA	Prior authorization
tolvaptan	Jynarque	Vasopressin receptor antagonist	NF	5 PA	Prior authorization



Metallic Formulary Changes

The Pharmacy and Therapeutics Committee made the following formulary changes effective January 1, 2019. The Metallic Formulary is available in the HMSA Provider Resource Center at hmsa.com/portal/provider/HMSA_Metallic_Prescription_Formulary.pdf.

Generic Name	Brand Name	Drug Class	Current Tier	New Tier	Utilization Management Description/Notes
atazanavir	Reyataz	Antiretroviral	2	NF	Alternative: generic atazanavir
carvedilol controlled release	Coreg CR	Beta Blocker	2	NF	Alternative: generic carvedilol controlled release
estradiol vaginal cream	Estrace	Estrogen	2	NF	Alternative: generic estradiol vaginal cream
latanoprostene bunod	Vyzulta	Ophthalmic – Prostaglandins	NF	3	Effective 10/1/18
lanthanum carbonate	Fosrenol	Phosphate Binder Agent	3	NF	Alternative: generic lanthanum carbonate
lofexidine	Lucemyra	Alpha-2 adrenergic agonist	NF	3 QL	Quantity limit: 14 day supply per 3 months (max 16 tabs per day)
netarsudil	Rhopressa	Ophthalmic – Rho Kinase Inhibitor	NF	3	Effective 10/1/18
fentanyl 37.5 mcg/hr 62.5 mcg/hr 87.5 mcg/hr	Fentanyl	Opioid	3, QL	NF, QL	Alternative: fentanyl patches 12 mcg/hr 25 mcg/hr 50 mcg/hr 75 mcg/hr 100 mcg/hr Quantity limit: 15 patches per 30 days
ALL generic opioid antitussives (e.g. promethazine/codeine, hydrocodone/chlorpheniramine, promethazine/phenylephrine/codeine, hydrocodone/homatropine, phenylephrine/chlorpheniramine/codeine, pseudoephedrine/chlorpheniramine/hydrocodone, etc.)		Opioid antitussive	1	1 QL, AL	Age limit: 18 years or older Quantity limit: see opioid antitussive chart
ALL brand opioid antitussives (e.g., Capcof, Pro-Clear, Tussicaps, etc)		Opioid antitussive	3	3 QL, AL	Age limit: 18 years or older Quantity limit: see opioid antitussive chart
memantine ext rel	Namenda XR	NMDA Receptor Antagonist	2	NF	Alternative: generic memantine ext rel
tenofovir disoproxil fumarate	Viread	Antiretroviral	2	NF	Alternative: generic tenofovir disoproxil fumarate

Specialty

Generic Name	Brand Name	Drug Class	Current Tier	New Tier	Utilization Management Description/Notes
abiraterone acetate	Yonsa	Antineoplastic agent	Oral Chemo, PA	Oral Chemo, PA	Prior authorization
baricitinib	Olumiant	Antirheumatic	NF	5 PA	Prior authorization
fostamatinib disodium hexahydrate	Tavalisse	Blood modifier agent	NF	5 PA	Prior authorization
tolvaptan	Jynarque	Vasopressin receptor antagonist	NF	5 PA	Prior authorization



Select Formulary Changes

The Pharmacy and Therapeutics Committee made the following formulary changes effective January 1, 2019. The Select Formulary is available in the HMSA Provider Resource Center at hmsa.com/portal/provider/index.htm.

Generic Name	Brand Name	Drug Class	Current Tier	New Tier	Utilization Management Description/Notes
atazanavir	Reyataz	Antiretroviral	2	3	Alternative: generic atazanavir
carvedilol controlled release	Coreg CR	Beta Blocker	2	3	Alternative: generic carvedilol controlled release
estradiol vaginal cream	Estrace	Estrogen	2	3	Alternative: generic estradiol vaginal cream
hydrocodone bitartrate/guaifenesin		Opioid antitussive	3	3 QL AL	Age limit: 18 years or older Quantity limit: 6 tablets per day
lofexidine	Lucemyra	Alpha-2 adrenergic agonist	3	3 QL	Quantity limit: 14 day supply per 3 months (max 16 tabs per day).
memantine ext rel	Namenda XR	NMDA Receptor Antagonist	2	3	Alternative: generic memantine ext rel
ALL opioid antitussives (e.g., Capcof; hydrocodone/homatropine; Pro-Clear; phenylephrine/chlorpheniramine/codeine; promethazine/codeine; hydrocodone/chlorpheniramine; promethazine/phenylephrine/codeine; pseudoephedrine/chlorpheniramine/hydrocodone; TussioCaps etc.)		Opioid antitussive			Age limit: 18 years or older Quantity limit: see opioid antitussive chart
tenofovir disoproxil fumarate	Viread	Antiretroviral	2	3	Alternative: generic tenofovir

Specialty

Generic Name	Brand Name	Drug Class	Current Tier	New Tier	Utilization Management Description/Notes
abiraterone acetate	Yonsa	Antineoplastic agent	Oral Chemo, PA	Oral Chemo, PA	Prior authorization
baricitinib	Olumiant	Antirheumatic	4	4 PA	Prior authorization
fostatinib disodium hexahydrate	Tavalisse	Blood modifier agent	4	4 PA	Prior authorization
tolvaptan	Jynarque	Vasopressin receptor antagonist	4	4 PA	Prior authorization



QUEST Integration Formulary Changes

The Pharmacy and Therapeutics Committee made the following changes to the HMSA QUEST Integration formulary effective January 1, 2019. We encourage you to talk with your patients to determine if an alternative medication is appropriate for them. Patients who are currently taking a medication that will be removed from the formulary must switch to a formulary alternative that's a benefit of their plan.

If you believe your patient should continue taking their current medication, you can request a non-formulary exception. Please use the form at [hmsa.com/portal/provider/CVS_Formulary_Exception_\(BR\)_Prior_Auth_122812.pdf](https://hmsa.com/portal/provider/CVS_Formulary_Exception_(BR)_Prior_Auth_122812.pdf).

The HMSA QUEST Integration formulary is available in the HMSA Provider Resource Center at hmsa.com/portal/provider/HMSA_QUEST_Drug_Formulary_CVS.pdf.

Medication	Strength	Drug class	Utilization Management	Change/Criteria
Acetic Acid-Aluminum Acetate Soln		Otic, Anti-infectives		Non-formulary Alternatives: acetic acid otic, ofloxacin otic
Admelog Inj	100 Unit/ml	Antidiabetics -Insulin		Formulary addition
Admelog Solo Inj	100 Unit/ml	Antidiabetics -Insulin		Formulary addition
Apirdra Inj Solostar	100 Unit/ml	Antidiabetics -Insulin		Non-formulary Alternative: Admelog
Apirdra Inj U-100	100 Unit/ml	Antidiabetics -Insulin		Non-formulary Alternatives: Admelog
Arnuity Ellipta Inh	50 mcg	Steroid Inhalants	QL	Formulary addition Quantity limit: 1 inhaler (30 blisters) per month
Benzepro SC Aerosol 9.8%	9.8%	Acne		Non-formulary Alternatives: benzoyl peroxide cream, benzoyl peroxide gel, benzoyl peroxide liquid, benzoyl peroxide lotion
Benzoyl Peroxide Aerosol 9.8%	9.8%	Acne		Non-formulary Alternatives: benzoyl peroxide cream, benzoyl peroxide gel, benzoyl peroxide liquid, benzoyl peroxide lotion
BP Foam Aerosol 9.8%	9.8%	Acne		Non-formulary Alternatives: benzoyl peroxide cream, benzoyl peroxide gel, benzoyl peroxide liquid, benzoyl peroxide lotion
Citranatal Cap Medley	27-1-200 mg	Vitamins and Minerals, Prenatal Vitamins		Formulary addition
Cyclopentolate Sol	0.5% 1% 2%	Cycloplegic Mydratics		Non-formulary Alternative: Cyclomydril
Dihydroergotamine Spray	4 mg/ml	Antimigraine		Non-formulary Alternatives: ergotamine/caffeine tab, sumatriptan nasal spray
Fiasp Inj	100 Unit/ml	Antidiabetics -Insulin		Non-formulary Alternative: Admelog
Fiasp Flex Inj Touch	100 Unit/ml	Antidiabetics -Insulin		Non-formulary Alternative: Admelog
Humalog Inj	100 Unit/ml	Antidiabetics -Insulin		Non-formulary Alternative: Admelog
Humalog Inj Cartridge	100 Unit/ml	Antidiabetics -Insulin		Non-formulary Alternative: Admelog
Humalog Jr Inj	100 Unit/ml	Antidiabetics -Insulin		Non-formulary Alternative: Admelog

Medication	Strength	Drug class	Utilization Management	Change/Criteria
Humalog Kwik Inj	100 Unit/ml	Antidiabetics -Insulin		Non-formulary Alternative: Admelog
Lantus	100 Unit/ml	Antidiabetics -Insulin		Non-formulary Alternatives: Basaglar, Tresiba
Lantus Solostar	100 Unit/ml	Antidiabetics -Insulin		Non-formulary Alternatives: Basaglar, Tresiba
Levemir	100 Unit/ml	Antidiabetics -Insulin		Non-formulary Alternatives: Basaglar, Tresiba
Levemir Flextouch	100 Unit/ml	Antidiabetics -Insulin		Non-formulary Alternatives: Basaglar, Tresiba
Norvir Powder	100 mg	Antiretroviral Agents, Protease Inhibitors		Formulary addition
Novolog	100 Unit/ml	Antidiabetics -Insulin		Non-formulary Alternative: Admelog
Novolog Flexpen	100 Unit/ml	Antidiabetics -Insulin		Non-formulary Alternative: Admelog
Novolog Inj Penfill	100 Unit/ml	Antidiabetics -Insulin		Non-formulary Alternative: Admelog
ALL opioid antitussives (e.g. Capcof; hydrocodone/homatropine; Pro-Clear; phenylephrine/chlorphen/cod; promethazine/codeine; hydrocodone/chlorphen; promethazine/phenylephrine/codeine; pseudoephedrine/chlorphen/hydrocodone; TussioCaps etc.)		Opioid antitussive		Age limit: 18 years or older Quantity limit: see opioid antitussive chart
Qvar Redihaler Aerosol	40 mcg 80 mcg	Steroid Inhalants	QL	Formulary addition Quantity limit: 2 packages per month
Tacrolimus Ointment	0.03% 0.1%	Antipsoriatic	AL, ST	Age limit: 0.03%: 2 years and older, must have recently been on a generic steroid 0.1%: 16 years and older, must have recently been on a generic steroid
Tresiba Flex Inj	100 unit/ml 200 unit/ml	Antidiabetics -Insulin		Formulary addition
Zenpep	3000-10000-14000 unit 10000-32000-42000 unit 15000-47000-63000 unit	Pancreatic Enzymes		Formulary addition

Specialty

Medication	Strength	Drug class	Utilization Management	Change/Criteria
Humira Inj	10 mg/0.1 ml 20 mg/0.2 ml 40 mg/0.4 ml	Autoimmune Agents	PA	Formulary addition
Humira Pedia Inj Crohns	80 mg/0.8 ml	Autoimmune Agents	PA	Formulary addition
Humira Pedia Inj Crohns	80 mg/0.8 ml & 40 mg/0.4 ml	Autoimmune Agents	PA	Formulary addition
Humira Pen Inj	40 mg/0.4 ml	Autoimmune Agents	PA	Formulary addition

CODING & CLAIMS**Medicare Crossover Claims**

HMSA QUEST Integration will soon participate in the Coordination of Benefit Agreement (COBA) also known as COBA Crossover. The crossover process is how claims and payment information are electronically transmitted from Medicare as the primary payer to a secondary payer such as HMSA QUEST Integration. This will reduce or eliminate the need for providers to submit the same claim to us for secondary processing.

COBA pertains only to traditional Medicare and doesn't apply to Medicare Advantage.

Remember to review the Medicare remittance to verify crossover to QUEST Integration. Medicare remittance code MA18 indicates claims have been crossed over.

This cooperative sharing of claims information between Medicare and HMSA QUEST Integration is a value-added service for providers. Under most circumstances, it'll simplify the processing of claims for dual coverage members who have both Medicare and HMSA QUEST Integration.

**NDC Requirement**

Medical claims for drugs submitted on a CMS 1500 or UB04 form and billed with HCPCS codes, including all J codes, will also require specific NDC code information documented on the claim. To ensure accurate payment of these claims, please verify that the NDC numbers are valid and submitted in the correct format. We'll deny claims that don't have the required NDC.

This requirement will be effective for all services provided on or after January 1, 2019.

**L8680 Invoice Required for Pricing**

After careful consideration, HMSA will price L8680 (Implantable neurostimulator electrode, each) at invoice when billed by ambulatory surgical center (ASC) providers for services rendered on or after January 1, 2018.

Please attach the corresponding invoice to ensure proper compensation.

PHARMACY



Optimal Prescription Formulary

The health care marketplace continues to evolve and drug spending is expected to increase significantly over the next several years. Promoting effective use of prescription drugs can help lower overall health care costs and keep health care affordable for our groups and members.

To do this, we're sunsetting HMSA's Control formulary on January 1, 2019. We're launching the HMSA Optimal formulary, which is designed to deliver a lower net-cost solution while maintaining clinical integrity. The Optimal formulary will allow us to continually seek opportunities to adapt to an ever-changing market place while ensuring that our members have access to quality care.



Coverage Change for Avastin

There's a benefit coverage change for EUTF drug plan members that you should be aware of. Avastin, when used for ophthalmic conditions, is now covered under the EUTF HMSA medical plan. Previously, it was covered under the EUTF drug plan. This change was made to ensure that EUTF members have access to this medication.

All patients using Avastin ophthalmic can now bill both drug and administrative fees to their HMSA medical plan. If not already approved, the medication will require prior authorization. If a member previously received Avastin ophthalmic under the drug benefit, there may be a difference in out-of-pocket costs.

Providers using Avastin to treat ophthalmic conditions should bill claims with HCPCS code J7999, applicable NDC code, and supporting diagnosis code(s). CPT code 67028 with modifier RT and or LT should also be billed to indicate that the eye(s) were treated.



Formulary Changes

The latest formulary changes are listed in the Contract Notification section of this newsletter.

PROGRAMS



Pregnancy Support Program

The HMSA Pregnancy Support Program offers the experience of skilled maternity nurses to complement ob-gyn care from the moment of enrollment through the second-month postpartum. These nurses help your patients with referrals to community resources, education and counseling, and coordination with providers.

Services include regular contacts to discuss labor and delivery, help with breastfeeding techniques and challenges, provide education on general baby care, and discuss preparation for returning to work and finding child care. Our nurses offer emotional support and emphasize the importance of a healthy diet with physical activity.

The HMSA Pregnancy Support Program is voluntary and offered at no cost to HMSA members. Members can contact us for more information or to enroll as soon as their pregnancy is confirmed by calling 948-6079 on Oahu or 1 (800) 776-4672 toll-free on the Neighbor Islands. They can also go online to hmsa.com/pregnancysupport.

POLICY NEWS



Plan-directed Care

The Centers for Medicare & Medicaid Services (CMS) has defined “plan-directed care” as care the member believes he or she was instructed to obtain or was authorized to receive by a health plan representative, including plan-contracted physicians. CMS says Medicare Advantage organizations (MAOs) are responsible to ensure that contracting physicians and providers know whether specific items and services are benefits of the Medicare Advantage plan. If the contracting provider furnishes a service or refers the member to another provider and the member believes it’s a covered service, the member cannot be held financially liable for more than the applicable cost-share for that service. Additional information on this guideline is found in the *Medicare Managed Care Manual*, chapter 4, section 160 (Beneficiary Protections Related to Plan-Directed Care).

As an HMSA Akamai Advantage® PPO provider, you’re responsible to ensure that Medicare will cover services that you render, supply, or order and to provide referrals to HMSA network providers whenever possible. Starting January 1, 2019, you must do the following before referring a member to an out-of-network provider:

- Submit an authorization to HMSA Medical Management for HMSA Akamai Advantage PPO plans. Refer to the HMSA Provider Resource Center for more information on precertification process at hmsa.com/portal/provider/zav_pel.aa.AKA.501.htm.
- Ensure that the providers who are being referred to are Medicare-enrolled providers and understand that they’re accepting the patient under plan-directed care and that they must furnish, supply, and order covered services. Once the referral is approved, the services rendered by the non-contracting provider will be subjected to the lesser of in-network and out-of-network cost-sharing.

The member will not be held financially liable for more than the appropriate cost-sharing for that service received at the direction of his or her primary care provider (PCP) or network specialist if prior authorization or organizational determination guidelines aren’t followed.

The member will be held financially responsible for services only when one of the following happens:

- Services aren’t covered by Medicare and/or are a clear exclusion of the member’s Evidence of Coverage.
- Member is notified that service isn’t covered during the pre-service organization determination and he/she still elected to receive the service.

Medical policies are in the Provider E-Library at hmsa.com/prc0004. To request copies or to ask questions, call Provider Services at 948-6330 on Oahu or 1 (800) 790-4672 toll-free on the Neighbor Islands.

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 or have them call 1 (855) 329-5461, option 1, toll-free to register at least three days before the workshop.

HAWAII ISLAND

Germ Busters

This fun and informative session provides an overview of two common respiratory illnesses. Join us as we explore symptoms, treatment, and prevention of colds and the flu. Activities also include team competitions on virus fact and fiction.

- 10/19, 10–11 a.m.
HMSA Kailua-Kona Office

Hypertension Explained

High blood pressure is one of today's major threats to physical health. Learn the effects of high blood pressure on the body and how it can be controlled.

- 10/23, 10–11 a.m.
HMSA Center @ Hilo

OAHU

Back to Basics

Many of us have suffered from back pain at some point in our life. Learning about the contributing factors for recurring back pain can help reduce your risk. Practice healthy posture, proper lifting technique, and back stretches in this interactive workshop.

- 10/16, 1:30–2:30 p.m.
Mililani YMCA

Germ Busters

This fun and informative session provides an overview of two common respiratory illnesses. Join us as we explore symptoms, treatment, and prevention of colds and the flu. Activities also include team competitions on virus fact and fiction.

- 10/25, 10–11 a.m.
HMSA Center @ Pearl City



Community Activities

ADA's Adult Diabetes Support Group: October 4, 1–2 p.m., Mountain-Pacific Quality Health, Honolulu. Want to learn more about diabetes and support others with the same condition? Adults with diabetes can join American Diabetes Association's Oahu support group. Free. Call 947-5979 or email adahawaii@diabetes.org.

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.

Akamai Living Fair Hilo: October 19, 9:30 a.m.–12:30 p.m. Edith Kanakaole Tennis Stadium, Hilo. HMSA is proud to bring you the Akamai Living Fair. Enjoy a day of food, fun, and family. Take care of your health and well-being with flu and pneumonia shots, community resources, health screenings, cooking demonstrations, door prizes, and more. Free. 961-8710.

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.

Big Island Ostomy Group: October 20, 11:30 a.m.–12:30 p.m. Hilo Medical Center Cafeteria. A support group for ostomates, pre-ostomy patients, caregivers, medical professionals, and the public. Free. 339-7640.

Breast Cancer Education and Support Group: October 25, 10:30 a.m.–noon. Kuakini Medical Center, Hale Pulama Mau Building, Honolulu. Feel supported and confident with post-surgical and mastectomy garments. Owner and manager of Coco's Lingerie Boutique, Amy Berthiaume, shares ideas, tips, and her special garments to help you recover in style. Cost is free and parking will be validated. Please RSVP: 547-9594 or 547-9252.

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.

Epilepsy Foundation: Ketogenic Therapies & Seizures: October 10, 5:30–7:30 p.m. Epilepsy Foundation of Hawaii, Honolulu. Talk Story with Miki Wong, R.D.N., from Milestones Center for Pediatric Neurodevelopment as she discusses ketogenic therapies for the treatment of seizures. The ketogenic diet is high fat, adequate protein, very low carbohydrate diet used to treat seizures, with potential benefit for a number of other disorders. Free. For more information and to RSVP, call 528-3058 or email EFH@epilepsyhawaii.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.

First Saturday Kauai Costal Walk: October 6, 7–8 a.m. Kapaa Family Physicians Building. Join Dr. Paul Esaki and Alana Goo-Frazier, certified nurse practitioner, for a scenic 40-minute group walk followed by light refreshments. Free for all ages. Call 822-4333 to register.

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 prostate cancer.org or call 486-9675.

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

- **Lymphedema/Breast Cancer Clinic:** August 2, 1–2 p.m. Learn exercises to prevent lymphedema (swelling of the arms). Free. 691-7633.
- **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: October 12, 6:30–9:30 p.m. Kapiolani Medical Center for Women & Children, Honolulu. Resources and support for families with children who have congenital heart defects. Free. Jullie Passos, 227-4558.

Scream-Free Parenting: October 6–7, 9–11 a.m. Serenity Counseling Services, Aiea. Learn how to stay calm in the face of common parenting issues and discover how to have more fun and peace in your home in this free two-part counseling session. RSVP required. Call 468-2439 to register. scshawaii.net.

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.

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.