

# HealthPro News

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

May 2019

## ADMINISTRATION & NEWS



### Place of Treatment Program

Many surgical procedures may be safely and effectively performed in an ambulatory surgery center (ASC) or other outpatient setting without compromising the quality of patient care. HMSA encourages providers to review the list of office and outpatient procedures in the Provider E-Library:

- Place of Treatment—Office Procedures List: [hmsa.com/portal/provider/zav\\_pel.aa.PLA.400.htm](https://hmsa.com/portal/provider/zav_pel.aa.PLA.400.htm).
- Place of Treatment—Outpatient Procedures List: [hmsa.com/portal/provider/zav\\_pel.aa.PLA.500.htm](https://hmsa.com/portal/provider/zav_pel.aa.PLA.500.htm).

When a provider determines that a surgical procedure should be performed in a more-acute setting than usual, precertification is required. Submit your precertification request to HMSA's Preauthorization Unit (urgent and emergent requests must be labeled accordingly to ensure prompt handling):

HMSA—Medical Management Department  
Precertification Request  
P.O. Box 2001  
Honolulu, HI 96805-2001  
Fax: 944-5611 on Oahu  
Email: [precertification@hmsa.com](mailto:precertification@hmsa.com)

You can also submit your request to iExchange. To access iExchange, log on to the Hawaii Health Information Network (HHIN) and select Preauthorizations from the menu on the Welcome Page. To protect patient confidentiality, you must have HHIN access to use iExchange.

Precertification isn't required if:

- A procedure on the preauthorizations list is performed in the recommended setting.
- Services are performed in the emergency room.
- The patient is already hospitalized.
- The patient is undergoing a different procedure appropriate to the more-acute setting and the procedure is being done at the same time. Payment criteria for multiple surgeries at the same time will apply.

### What's Inside

Contract Notification  
3

Pharmacy  
5

Policy News  
6

Calendar  
7

Community Activities  
8





## Magellan 2019 Utilization Review Matrix and Guidelines

The 2019 updates for Advanced Radiology, Pain, and Musculoskeletal clinical guidelines and Review Matrix are available in the Provider Resource Center. Go to [hmsa.com/portal/provider/zav\\_pel.aa.nia.100.htm](https://hmsa.com/portal/provider/zav_pel.aa.nia.100.htm).

We'd like to remind providers that the consultative program for hip, knee, and shoulder surgeries was launched on April 1, 2019, for HMSA's commercial and QUEST Integration plan members. HMSA's Medicare Advantage plans aren't part of the consultative program, but have been added to the prior authorization program managed by Magellan Hawaii<sup>SM</sup>. Please visit [hmsa.com/portal/provider/2019-hmsa-msk-utilization-review-matrix-IPM-spine-surgery-hip-knee-shoulder-surgery.pdf](https://hmsa.com/portal/provider/2019-hmsa-msk-utilization-review-matrix-IPM-spine-surgery-hip-knee-shoulder-surgery.pdf) for the surgeries included in these programs.



## License Renewal Reminder

Please take a moment to check the expiration date on your state license. We encourage you to renew your license as soon as possible since it may take time to complete the process. We've been advised that there's a time lag between renewing a license and posting the renewal on the state's licensing website, which we reference for current licensure.

This request is especially important for acupuncturists, advanced practice registered nurses (APRNs), APRN-Rx (prescriptive authority), and licensed clinical social workers (LCSWs) whose licenses expire on June 30, 2019.

If we can't confirm that your personal state license has been renewed, we must terminate your HMSA credentialing status. As a result, we won't be able to pay you, your facility, or HMSA members for services rendered after the expiration date on your license.

For license renewal questions, please call the Department of Commerce and Consumer Affairs, Professional and Vocational Licensing division, at 586-3000 on Oahu. If you have any other questions, please call our Credentialing unit at 948-5925 on Oahu or 1 (800) 603-4672, ext. 5925, 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 phone survey. The information you provide to SPH Analytics helps us maintain our successful relationship with the state of Hawaii for our QUEST Integration plan.

Magellan Hawaii<sup>SM</sup> is an independent company providing utilization management services on behalf of HMSA.

Here are the results from the previous survey:

### HMSA QUEST Integration Appointment Availability Report 4th 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	82.3%	4 calendar days
PCP pediatric sick visits	24 hours	100%	n/a
PCP adult sick visits	72 hours	97.1%	8 calendar days
Behavioral health (routine visits for adults and children)	21 days	100%	n/a
PCP visits (routine visits for adults and children)	21 days	98.6%	34 calendar days
Specialist	4 weeks	96.9%	77 calendar days
Non-emergency hospital stays	4 weeks	99.1%	68 calendar days

## CONTRACT NOTIFICATION



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

The following policies have undergone significant changes and go into effect August 1, 2019:

- Drug Testing in Pain Management and Substance Abuse Treatment.
- Hyperbaric Oxygen Pressurization (HBO).
- Kymriah.
- Novel Biomarkers in Risk Assessment and Management of Cardiovascular Disease.

The following policy has undergone significant changes and goes into effect July 1, 2019:

- Cardiac-related Procedures (off cycle).

For details on the changes, please see the Provider Resource Center.



## MAC Changes

The following maximum allowable charges (MACs) increased effective February 1, 2019:

Procedure	Description	PPO/HMO MAC
90632	Hepatitis A vaccine (Hep A), adult dosage, for intramuscular use	\$73.56
90633	Hepatitis A vaccine (Hep A), pediatric/adolescent dosage-2 dose schedule, for intramuscular use	35.14
90651	Human Papillomavirus vaccine types 6, 11, 16, 18, 31, 33, 45, 52, 58, nonavalent (9vHPV), 2 or 3 dose schedule, for intramuscular use	234.35
90675	Rabies vaccine for intramuscular use	384.86
90691	Typhoid vaccine, Bi capsular polysaccharide (ViCPs), for intramuscular use	108.36
90696	Diphtheria, tetanus toxoids, acellular pertussis vaccine, and inactivated poliovirus vaccine (DTaP-IPC), when administered to children 4 through 6 years of age, for intramuscular use	56.84
90698	Diphtheria, tetanus toxoids, acellular pertussis vaccine, Haemophilus influenzae type b, and inactivated poliovirus vaccine, (DTaP-IPV/Hib), for intramuscular use	103.16
90700	Diphtheria, tetanus toxoids, and acellular pertussis vaccine (DTaP), when administered to individuals younger than 7 years, for intramuscular use	32.90
90707	Measles, mumps, and rubella virus vaccine (MMR), live, for subcutaneous use	80.64
90713	Poliovirus vaccine, inactivated (IPV), for subcutaneous or intramuscular use	36.07
90715	Tetanus, diphtheria toxoids, and acellular pertussis vaccine (Tdap), when administered to individuals 7 years or older, for intramuscular use	48.74
90716	Varicella virus vaccine (VAR), live, for subcutaneous use	139.51
90717	Yellow fever vaccine, live, for subcutaneous use	159.51
90732	Pneumococcal polysaccharide vaccine, 23-valent (PPSV23), adult or immunosuppressed patient dosage, when administered to individuals 2 years or older, for subcutaneous or intramuscular use	108.21
90734	Meningococcal conjugate vaccine, serogroups A, C, Y, and W-135, quadrivalent (MPSV4), for subcutaneous use	131.96
90750	Zoster (shingles) vaccine (HZV), recombinant, subunit, adjuvanted, for intramuscular use	155.74

The following MACs increased effective April 1, 2019:

Procedure	Description	PPO/HMO MAC
90621	Meningococcal recombinant lipoprotein vaccine, serogroup B (MenB-FHbp), 2 or 3 dose schedule, for intramuscular use	\$151.35
90670	Pneumococcal conjugate vaccine, 13 valent (PCV13), for intramuscular use	204.00
90690	Typhoid vaccine, live, oral	84.50



## Formulary Table Corrections

The January 2019 issue of *HealthPro News* listed the incorrect utilization management criteria for the QUEST Integration formulary drugs shown below. Here's the correct information:

Medication	Strength	Drug class	Utilization Management	Change/Criteria
Copaxone Inj	40 mg/ml	Central Nervous System		<b>Formulary addition</b>
Humira Pen Kit CD/UC/HS	80 mg/0.8 ml	Immunologic Agents	PA	<b>Formulary addition</b>
Humira Pen Kit PS/UV	80 mg/0.8 ml and 40 mg/0.4 ml	Immunologic Agents	PA	<b>Formulary addition</b>
Lenvima Cap	4 mg 12 mg	Antineoplastic Agents	PA	<b>Formulary addition</b>
Orkambi Granules	100-125 mg 150-188 mg	Respiratory	PA	<b>Formulary addition</b>
Xeljanz Tab	10 mg	Immunologic Agents	PA	<b>Formulary addition</b>

**Commercial:** The following items had incorrect information in the Essential, Metallic, and Optimal formularies. Here's the correct information:

Generic Name	Brand Name	Current Tier	New Tier	Utilization Management Description/Notes
glycopyrronium	Qbrexza	NF	NF	Effective 4/1/19
tecovirimat	TPOXX	NF	NF	Effective 4/1/19
cenegermin-bkbj	Oxervate	NF	Specialty drug: 5 PA, QL	<b>Prior authorization</b> <b>Quantity limit:</b> 1 carton containing 7 vials per week for a supply of 8 consecutive weeks – 1 treatment per year.
cenegemin-bkbj	Oxervate	NF	Specialty drug: 4 PA, QL	<b>Prior authorization</b> <b>Quantity limit:</b> 1 carton containing 7 vials per week for a supply of 8 consecutive weeks – 1 treatment per year.

We apologize for any inconvenience this may have caused.

## PHARMACY



### Medical Pharmacy Billing

To make the reimbursement process more efficient and enable consistent billing, we're asking medical pharmacies to bill drugs using the most-specific HCPCS code and the number of HCPCS units. We'll ask medical pharmacies to resubmit claims billed without the most-specific HCPCS code available.

For additional information, please refer to the Prover E-Library: Billing for Injectable Drugs (Non-Vaccines) at [hmsa.com/portal/provider/zav\\_pel.aa.bil.350.htm](https://hmsa.com/portal/provider/zav_pel.aa.bil.350.htm).

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## POLICY NEWS

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### 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 March 22, 2019:

- Allogeneic Cell Transplant for Myelodysplastic Syndromes and Myeloproliferative Neoplasms.
- Allogeneic Hematopoietic Cell Transplant for Genetic Diseases and Acquired Anemias.
- Cardiovascular Risk Panels.
- Cosmetic and Reconstructive Surgery and Services.
- Endoscopic Radiofrequency Ablation or Cryoablation for Barrett Esophagus.
- Hematopoietic Cell Transplantation for Hodgkin Lymphoma.
- Hematopoietic Cell Transplantation for Plasma Cell Dyscrasias, Including Multiple Myeloma and POEMS Syndrome.
- Hematopoietic Cell Transplantation for Primary Amyloidosis.
- Photodynamic Therapy for the Treatment of Actinic Keratosis and Other Skin Lesions.



### Archived Policies

Archived policies are inactive and aren't updated. These policies will no longer be used when reviewing requests for coverage and these services won't require precertification. The following policies are housed in the archived policy section at [hmsa.com/prc0031](https://hmsa.com/prc0031).

- Home INR Monitoring.
- Nerve Fiber Density Measurement.

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Medical policies are in the Provider E-Library at [hmsa.com/prc0004](https://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.

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

##### Brain Fitness

A healthy brain relies on good physical health. Tune up your brain in this entertaining and interactive workshop.

- 5/9, 10–11 a.m.  
HMSA Kailua-Kona Office

##### Exercise: The Magic Bullet

Many of us would like to enhance our level of fitness but can't find the time for exercise or don't know where to begin. Join us to discover the benefits—and fun—of exercise.

- 5/4, 10–11 a.m.  
HMSA Center @ Hilo

##### Mind Your Muscles

Discover ways to incorporate strength training into your exercise routine.

- 6/1, 10–11 a.m.  
HMSA Center @ Hilo

#### KAUAI

##### Mind Your Muscles

Discover ways to incorporate strength training into your exercise routine.

- 5/22, 5–6 p.m.  
Kuhio Medical Center

#### MAUI

##### Brain Fitness

A healthy brain relies on good physical health. Tune up your brain in this entertaining and interactive workshop.

- 5/17, 10–11 a.m.  
HMSA Center @ Kahului

##### Mind Your Muscles

Discover ways to incorporate strength training into your exercise routine.

- 5/7, 10–11 a.m.  
HMSA Center @ Kahului

#### OAHU

##### Brain Fitness

A healthy brain relies on good physical health. Tune up your brain in this entertaining and interactive workshop.

- 5/10, 10–11 a.m.  
HMSA Center @ Honolulu

##### Mind Your Muscles

Discover ways to incorporate strength training into your exercise routine.

- 5/18, 10–11 a.m.  
HMSA Center @ Honolulu

##### Re | Think

Retrain your brain to think positive thoughts and improve your well-being.

- 5/11, 10–11 a.m.  
HMSA Center @ Pearl City

##### Women's Health

This workshop will explain the most important health screenings for women based on the latest U.S. Preventive Services Task Force findings. There will also be a discussion about good self-care practices and enhancing partnerships with your doctors that focus on disease prevention and overall wellness.

- 5/16, 12:15–1:15 p.m.  
Mililani YMCA

## COMMUNITY ACTIVITIES



### Hawaii Island

**Healthy Living for Your Brain and Body:** May 6, 6–7:30 p.m. N. Kohala Public Library, Kapaau. For centuries, we've known that the health of the brain and the body are connected. Join us to learn how to help to keep your brain and body healthy as you age. Patrick, 518-6649.

**Kona Caregiver Bootcamp:** June 1, 9 a.m.–4 p.m. West Hawaii Civic Center, Kailua. Sponsored by the Aloha Chapter Alzheimer's Association. This all-day event for caregivers includes lunch, a movie, and several workshops. We know caregivers lead busy lives; come for an hour or stay all day. Free. RSVP requested. Patrick, 518-6649 or alz.org/hawaii.

**Story Time and Activity Hour with Aunt Leona & Aunt Roxane:** May 23, 10:30–11:30 a.m. Hilo Public Library. Sponsored by the Aloha Chapter Alzheimer's Association. Aunties will be reading *Wordsworth Dances the Waltz* about a Hawaiian mouse whose grandmother sometimes forgets things. Memory matching game and coloring activity to follow reading. Parents and children of all ages are welcome. Patrick, 518-6649.

**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. craig@hilointernalmedicine.com or wwadbisland.org.

**Walk with a Doc on Hawaii Island Fifth Anniversary:** May 19, 8 a.m. Liliuokalani Gardens, Hilo. We'll celebrate our Fifth year of walking every Sunday since May 18, 2014. We're working with Blue Zones Project® and the Hilo Medical Center Foundation to make this a very special day. craig@hilointernalmedicine.com or wwadbisland.org.

### Maui

**da Kidney da Kine Health Screening:** June 1, 9 a.m.–noon. Queen Kaahumanu Center, Kahului. People 18 years and older can participate in the health fair and receive a free wellness screening. The screening includes blood pressure reading, blood draw for comprehensive review of A1c (glucose), lipids and GFR (kidney function), urine sample to further assess kidney function, and follow-up discussion with a clinician. You can also engage with local organizations, get your health questions answered, and visit our dietitian for healthy eating tips. Free. 589-5905.

### Oahu

**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 for Family Caregivers:** These support groups create a safe, confidential, supportive environment and a chance for participants to develop mutual support and social relationships. They educate and inform participants about dementia and help participants develop methods and skills to solve problems, encouraging participants to maintain their own personal, physical, and emotional health. Tonya Tullis, 518-6651.

- May 20, 7 p.m. The Lodge at Wailuna, Aiea.
- May 21, 6 p.m. Wellness Center, Adventist Health Castle, Kailua.

**Caregiver Transfer Training Workshop:** May 18, 8 a.m.–5 p.m. REHAB Hospital of the Pacific, Honolulu. Are you a caregiver who needs to help your loved one out of their wheelchair every day? This workshop from REHAB Hospital of the Pacific will teach you how to transfer them safely. Devin Otagaki, a program director who fits custom wheelchairs to patients of all diagnoses, will lead the workshop and cover tips for safe lifting and transfers, bed mobility techniques, and common pressure injuries, their causes, and how to prevent them. Free. rehabhospital.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.

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

- Lymphedema/Breast Cancer Clinic: 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.

**ILLUMINATE...Twilight Walk:** May 11, 5:30 p.m. Kapolei Regional Park. A family-friendly event to promote physical activity and healthy living while raising critical funds for The Queen's Medical Center-West Oahu's programs and services. Games, food, and entertainment. All walkers are welcome. Registration opens at 4:30 p.m. 691-7768.

**Parkinson's Bike Exercise Group:** Every Sunday, 9–10 a.m. Lagoon Drive Parking Lot, Honolulu. The Parkinson's Bike Exercise Group is led by Richard A. Weinstein, diagnosed with PD in 2015. It's open to anyone living with PD who would like to build strength and confidence through a weekly bike ride. Family members and caregivers are welcome.

**Walk with a Doc Oahu:** Every Saturday, 8 a.m. Patsy T. Mink Central Oahu Regional Park, Waipahu. Join the group for a health tip from a physician and warmup. Then, walk at your own pace for 45 minutes and cool down. Water and light refreshments provided. Strollers and dogs on their leash are welcome. New participants are asked to arrive by 7:45 a.m. Free. 677-9988 or [walkwithadoc.org](http://walkwithadoc.org).